FIG. 1

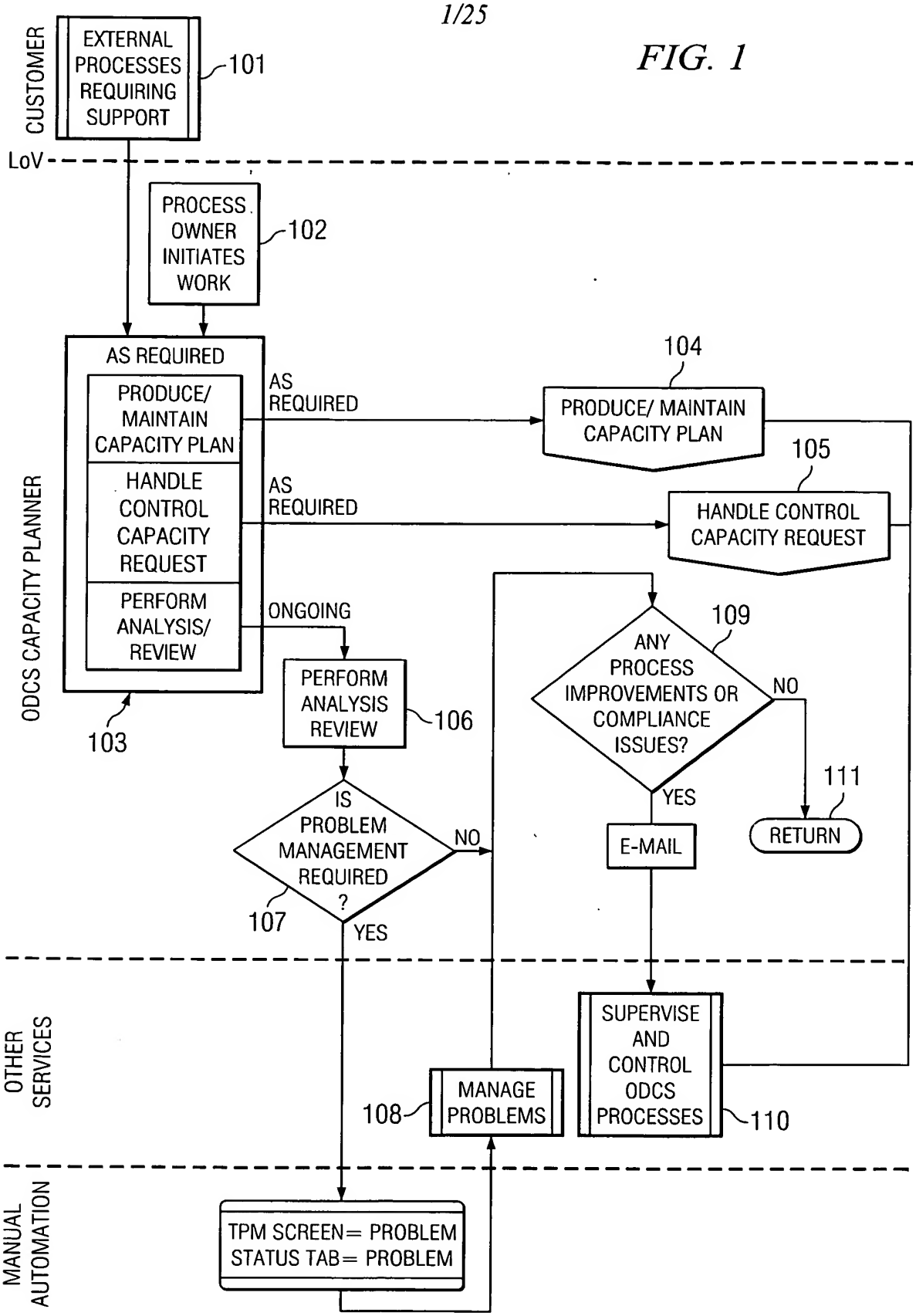

CUSTOMER
EXTERNAL PROCESSES REQUIRING SUPPORT
101
LoV
PROCESS OWNER INITIATES WORK
102
ODCS CAPACITY PLANNER
AS REQUIRED
PRODUCE/ MAINTAIN CAPACITY PLAN
HANDLE CONTROL CAPACITY REQUEST
PERFORM ANALYSIS/ REVIEW
103
AS REQUIRED
104
PRODUCE/ MAINTAIN CAPACITY PLAN
AS REQUIRED
105
HANDLE CONTROL CAPACITY REQUEST
ONGOING
PERFORM ANALYSIS REVIEW
106
IS PROBLEM MANAGEMENT REQUIRED ?
107
NO
YES
109
ANY PROCESS IMPROVEMENTS OR COMPLIANCE ISSUES?
NO
YES
111
RETURN
E-MAIL
OTHER SERVICES
SUPERVISE AND CONTROL ODCS PROCESSES
110
MANAGE PROBLEMS
108
MANUAL AUTOMATION
TPM SCREEN= PROBLEM
STATUS TAB= PROBLEM

FIG. 2a

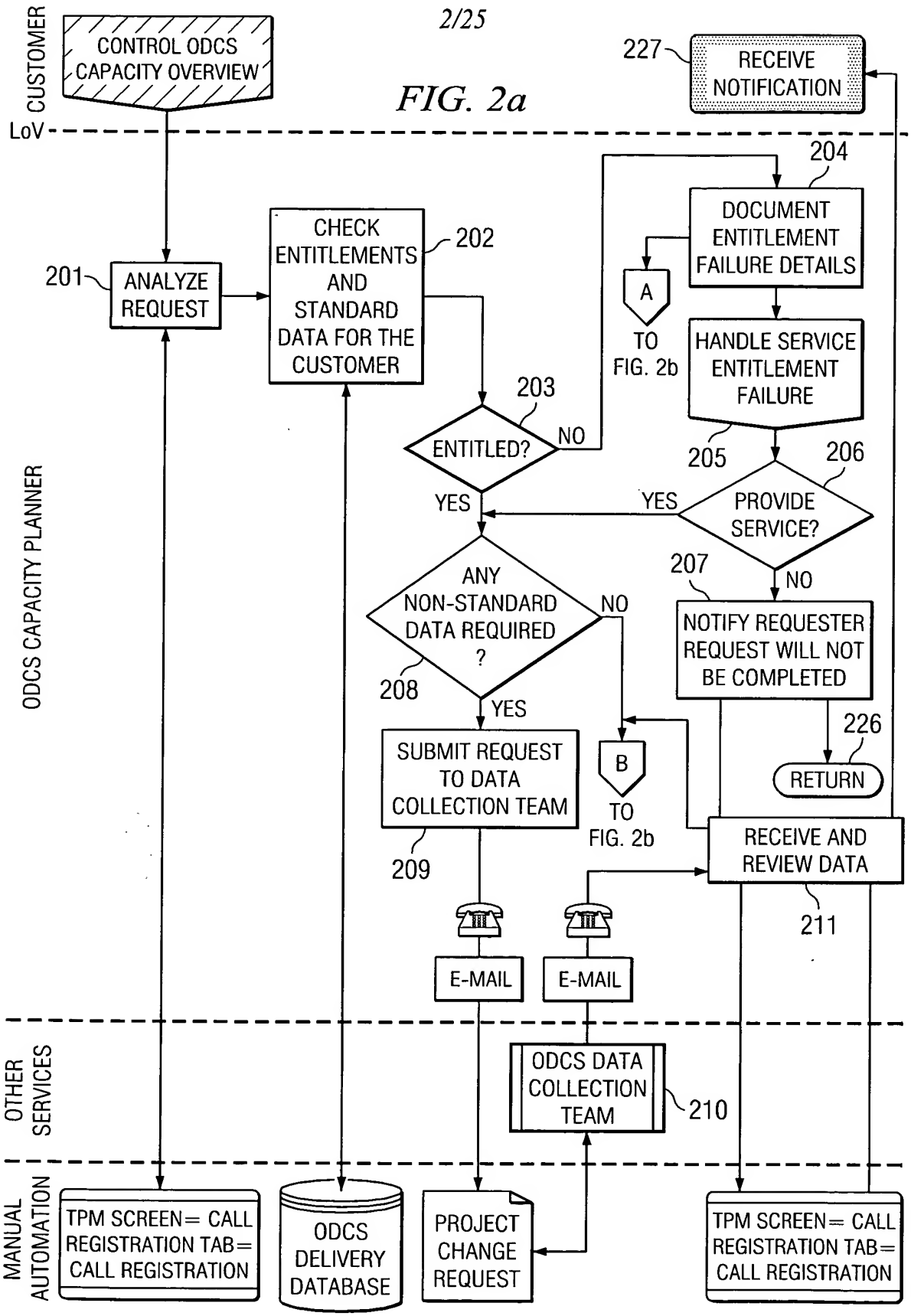

CUSTOMER
CONTROL ODCS CAPACITY OVERVIEW
LoV
227
RECEIVE NOTIFICATION
204
DOCUMENT ENTITLEMENT FAILURE DETAILS
A
TO FIG. 2b
HANDLE SERVICE ENTITLEMENT FAILURE
205
206
PROVIDE SERVICE?
YES
NO
207
NOTIFY REQUESTER REQUEST WILL NOT BE COMPLETED
226
RETURN
201
ANALYZE REQUEST
CHECK ENTITLEMENTS AND STANDARD DATA FOR THE CUSTOMER
202
203
ENTITLED?
NO
YES
ANY NON-STANDARD DATA REQUIRED ?
208
NO
YES
SUBMIT REQUEST TO DATA COLLECTION TEAM
209
B
TO FIG. 2b
RECEIVE AND REVIEW DATA
211
E-MAIL
E-MAIL
ODCS CAPACITY PLANNER
OTHER SERVICES
ODCS DATA COLLECTION TEAM
210
MANUAL AUTOMATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
ODCS DELIVERY DATABASE
PROJECT CHANGE REQUEST
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION

FIG. 2b

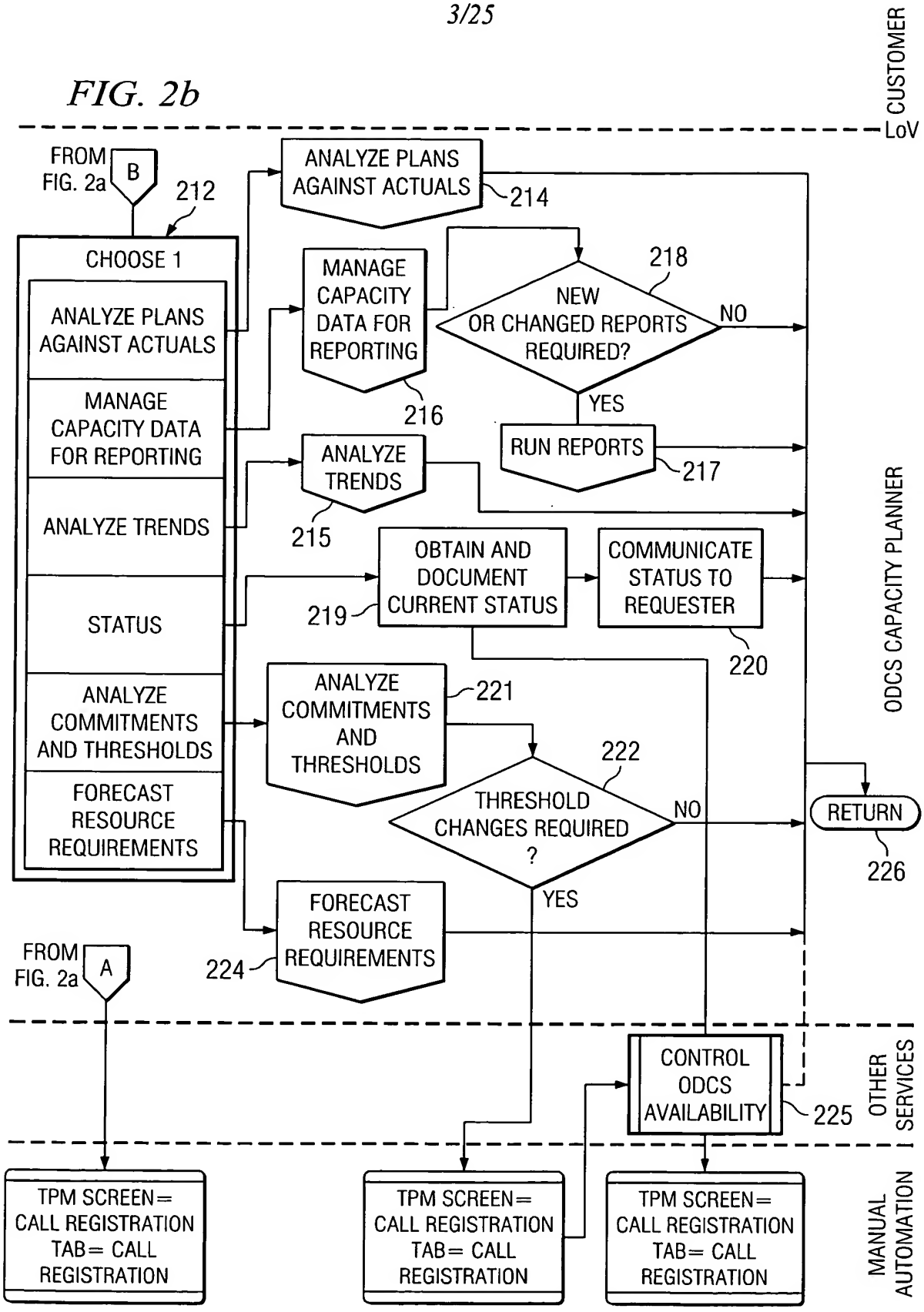

CUSTOMER
LoV
FROM FIG. 2a
B
212
CHOOSE 1
ANALYZE PLANS AGAINST ACTUALS
MANAGE CAPACITY DATA FOR REPORTING
ANALYZE TRENDS
STATUS
ANALYZE COMMITMENTS AND THRESHOLDS
FORECAST RESOURCE REQUIREMENTS
ANALYZE PLANS AGAINST ACTUALS
214
MANAGE CAPACITY DATA FOR REPORTING
216
218
NEW OR CHANGED REPORTS REQUIRED?
NO
YES
RUN REPORTS
217
ANALYZE TRENDS
215
OBTAIN AND DOCUMENT CURRENT STATUS
219
COMMUNICATE STATUS TO REQUESTER
220
ANALYZE COMMITMENTS AND THRESHOLDS
221
222
THRESHOLD CHANGES REQUIRED ?
NO
YES
RETURN
226
FORECAST RESOURCE REQUIREMENTS
224
ODCS CAPACITY PLANNER
FROM FIG. 2a
A
CONTROL ODCS AVAILABILITY
225
OTHER SERVICES
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
MANUAL AUTOMATION

FIG. 3a

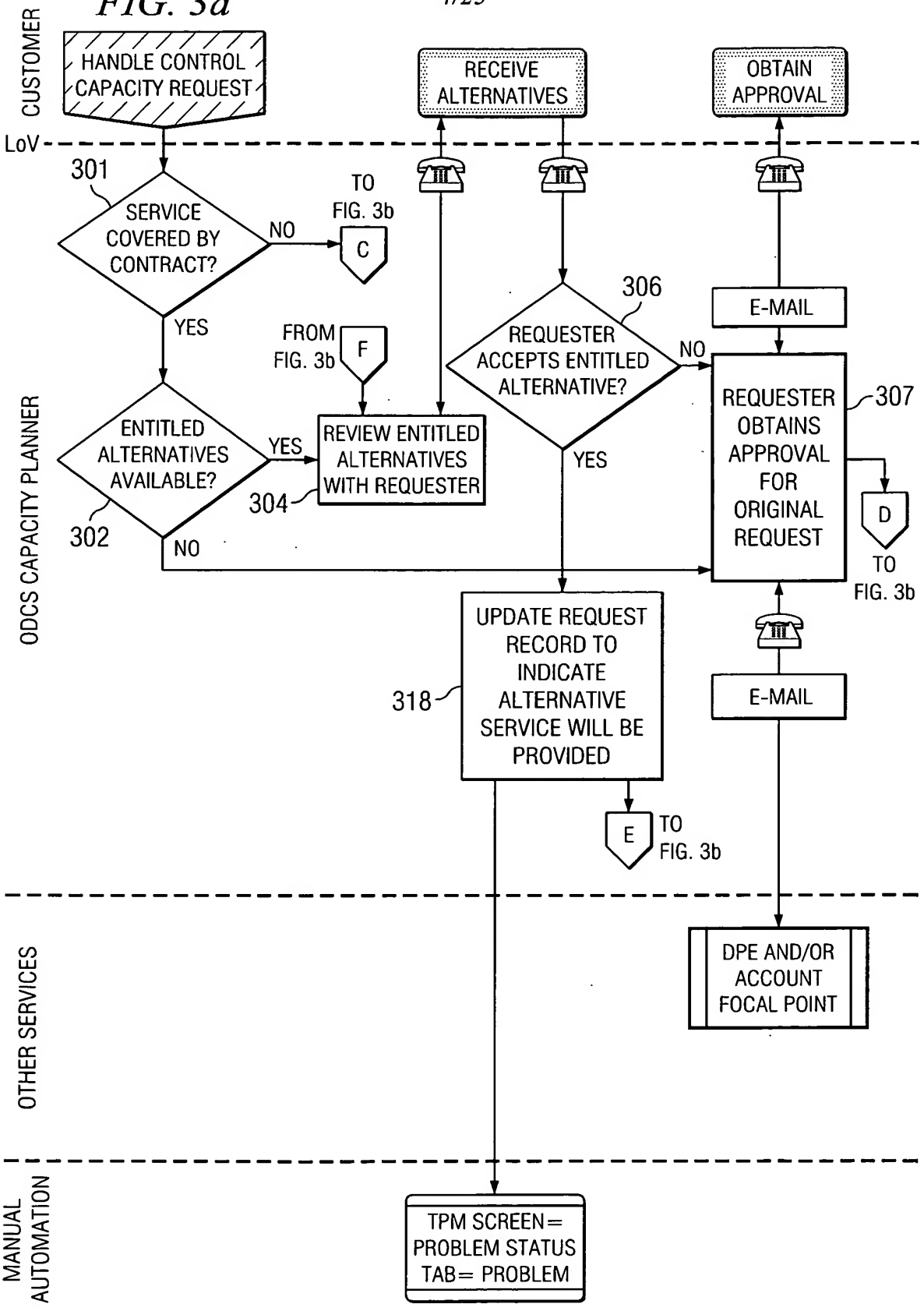
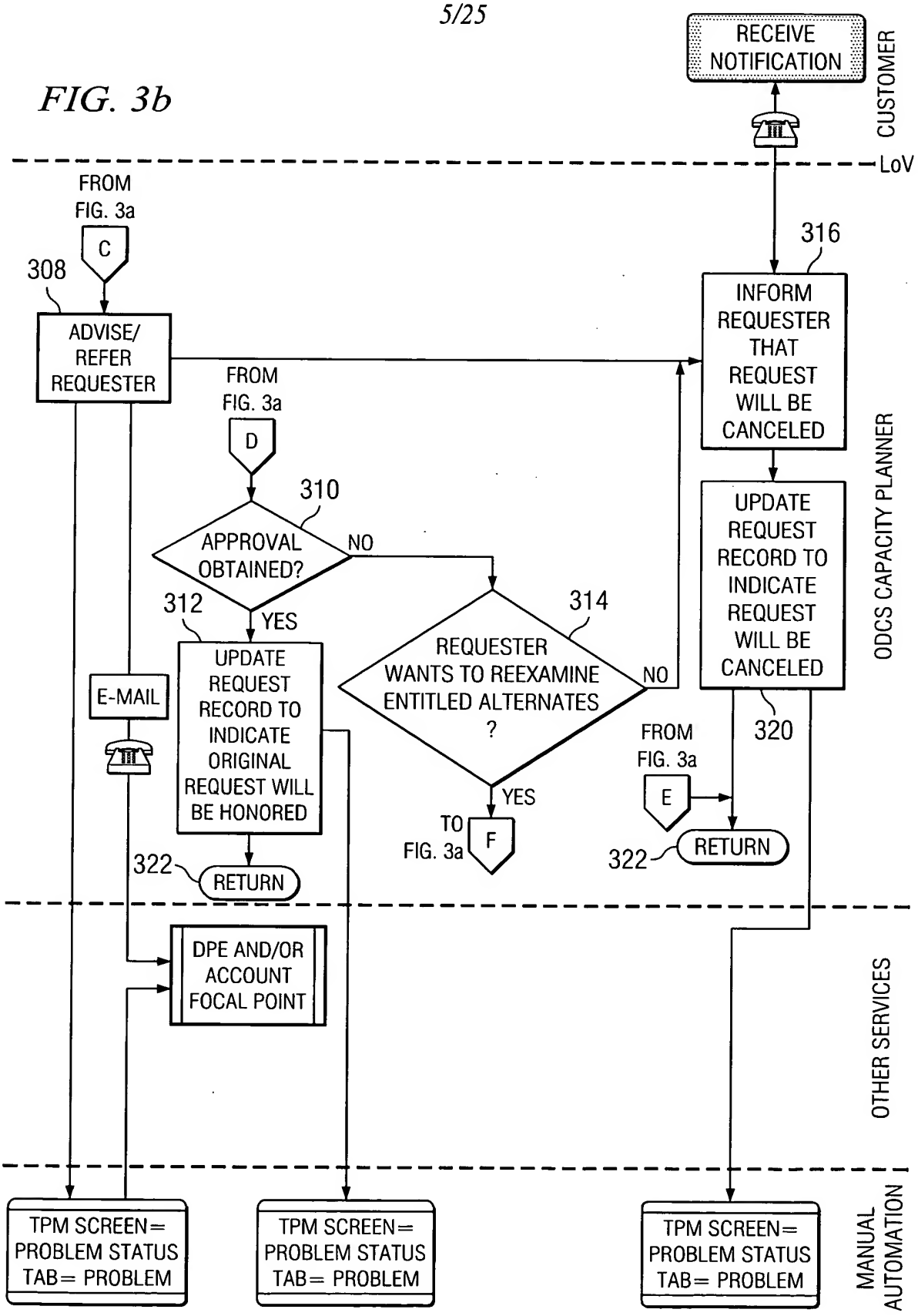

CUSTOMER
HANDLE CONTROL CAPACITY REQUEST
RECEIVE ALTERNATIVES
OBTAIN APPROVAL
LoV
301
SERVICE COVERED BY CONTRACT?
NO
TO FIG. 3b
C
YES
FROM FIG. 3b
F
306
REQUESTER ACCEPTS ENTITLED ALTERNATIVE?
NO
E-MAIL
ODCS CAPACITY PLANNER
ENTITLED ALTERNATIVES AVAILABLE?
YES
REVIEW ENTITLED ALTERNATIVES WITH REQUESTER
304
302
NO
YES
REQUESTER OBTAINS APPROVAL FOR ORIGINAL REQUEST
307
D
TO FIG. 3b
UPDATE REQUEST RECORD TO INDICATE ALTERNATIVE SERVICE WILL BE PROVIDED
318
E-MAIL
E
TO FIG. 3b
OTHER SERVICES
DPE AND/OR ACCOUNT FOCAL POINT
MANUAL AUTOMATION
TPM SCREEN= PROBLEM STATUS TAB= PROBLEM

FIG. 3b


RECEIVE NOTIFICATION
CUSTOMER
LoV
FROM FIG. 3a
C
308
ADVISE/ REFER REQUESTER
316
INFORM REQUESTER THAT REQUEST WILL BE CANCELED
FROM FIG. 3a
D
310
APPROVAL OBTAINED?
NO
312
YES
314
REQUESTER WANTS TO REEXAMINE ENTITLED ALTERNATES ?
NO
YES
UPDATE REQUEST RECORD TO INDICATE REQUEST WILL BE CANCELED
ODCS CAPACITY PLANNER
E-MAIL
UPDATE REQUEST RECORD TO INDICATE ORIGINAL REQUEST WILL BE HONORED
FROM FIG. 3a
E
320
TO FIG. 3a
F
322
RETURN
322
RETURN
DPE AND/OR ACCOUNT FOCAL POINT
OTHER SERVICES
TPM SCREEN= PROBLEM STATUS TAB= PROBLEM
TPM SCREEN= PROBLEM STATUS TAB= PROBLEM
TPM SCREEN= PROBLEM STATUS TAB= PROBLEM
MANUAL AUTOMATION

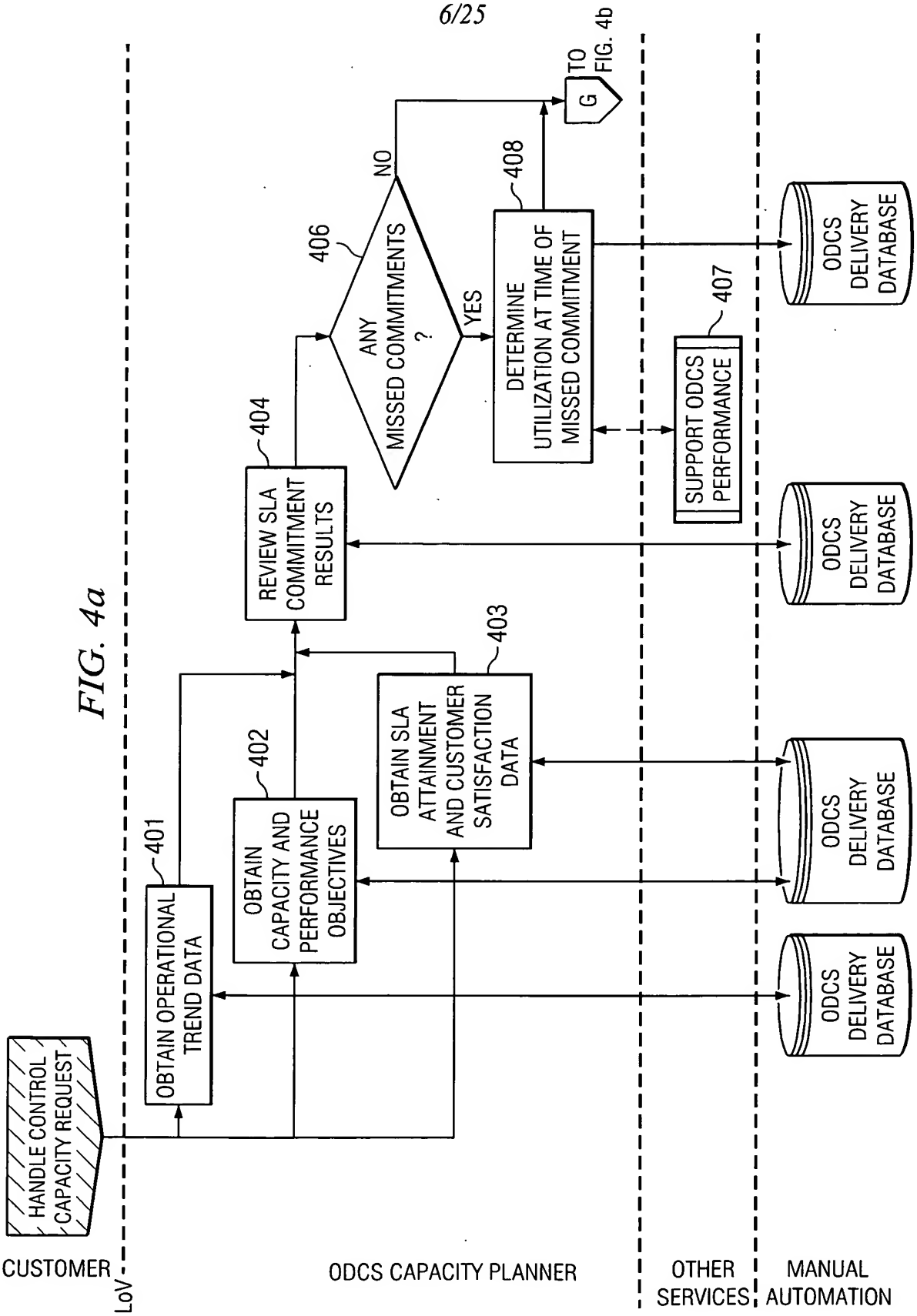

HANDLE CONTROL CAPACITY REQUEST
OBTAIN OPERATIONAL TREND DATA
401
OBTAIN CAPACITY AND PERFORMANCE OBJECTIVES
402
OBTAIN SLA ATTAINMENT AND CUSTOMER SATISFACTION DATA
403
REVIEW SLA COMMITMENT RESULTS
404
ANY MISSED COMMITMENTS ?
406
NO
YES
DETERMINE UTILIZATION AT TIME OF MISSED COMMITMENT
408
TO FIG. 4b
G
SUPPORT ODCS PERFORMANCE
407
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
CUSTOMER
LoV
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION

FIG. 4a

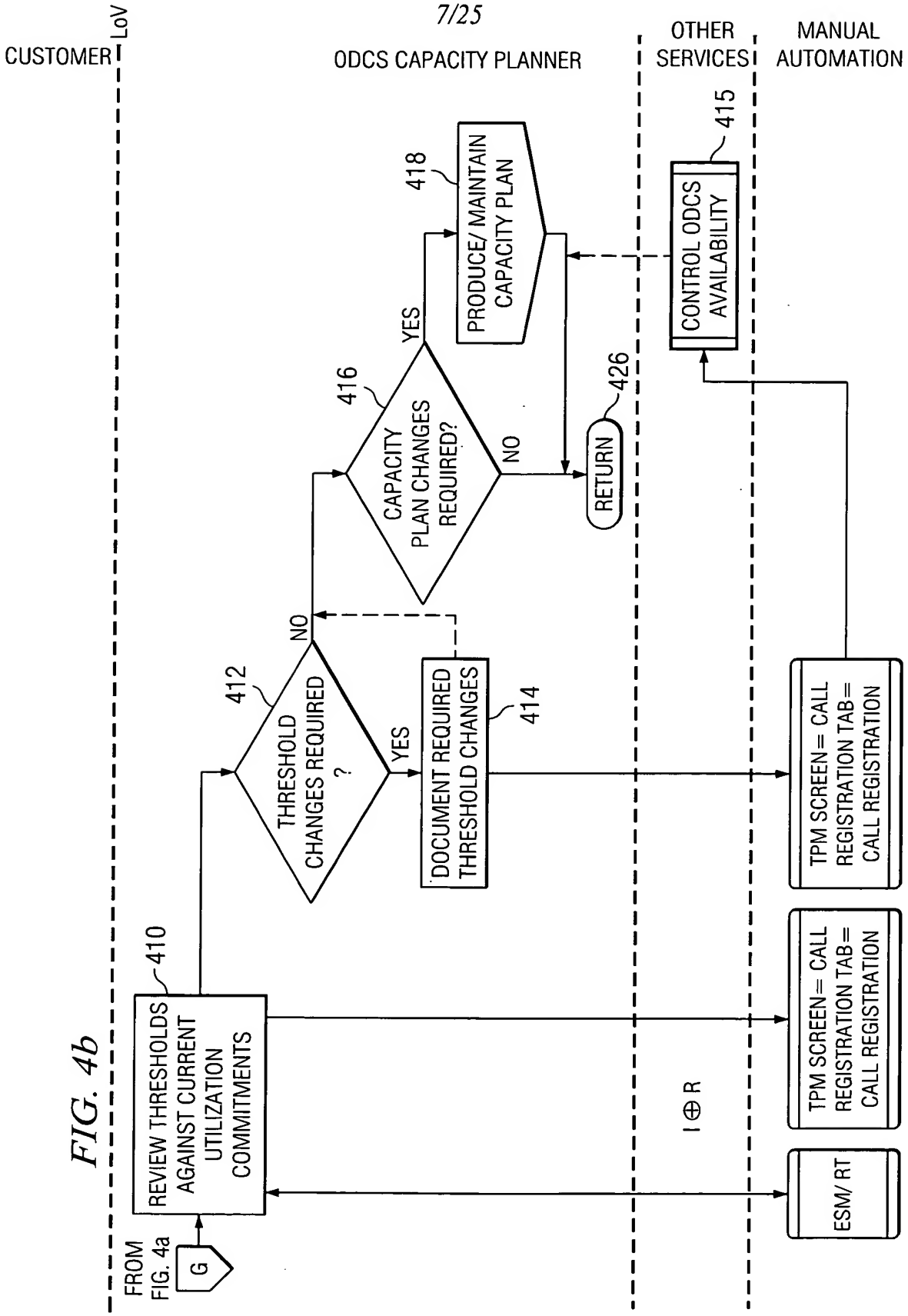

CUSTOMER
LoV
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
FROM FIG. 4a
G
REVIEW THRESHOLDS AGAINST CURRENT UTILIZATION COMMITMENTS
410
THRESHOLD CHANGES REQUIRED ?
412
NO
YES
DOCUMENT REQUIRED THRESHOLD CHANGES
414
CAPACITY PLAN CHANGES REQUIRED?
416
NO
YES
RETURN
426
PRODUCE/ MAINTAIN CAPACITY PLAN
418
CONTROL ODCS AVAILABILITY
415
I ⊕ R
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
ESM/ RT

FIG. 4b

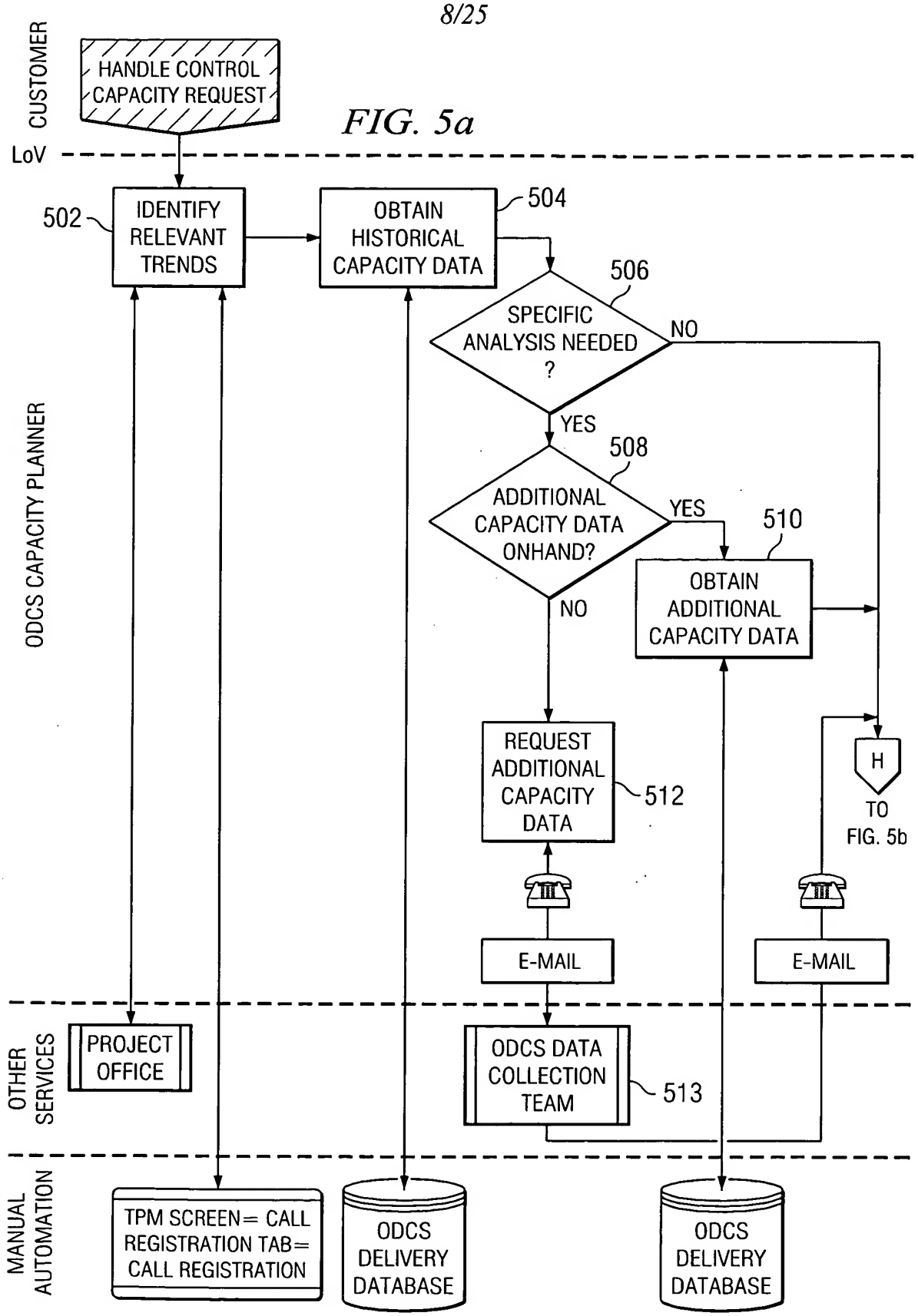

CUSTOMER
HANDLE CONTROL CAPACITY REQUEST
LoV
ODCS CAPACITY PLANNER
502
IDENTIFY RELEVANT TRENDS
OBTAIN HISTORICAL CAPACITY DATA
504
506
SPECIFIC ANALYSIS NEEDED ?
NO
YES
508
ADDITIONAL CAPACITY DATA ONHAND?
YES
510
OBTAIN ADDITIONAL CAPACITY DATA
NO
REQUEST ADDITIONAL CAPACITY DATA
512
H
TO FIG. 5b
E-MAIL
E-MAIL
OTHER SERVICES
PROJECT OFFICE
ODCS DATA COLLECTION TEAM
513
MANUAL AUTOMATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

FIG. 5a

FIG. 5b

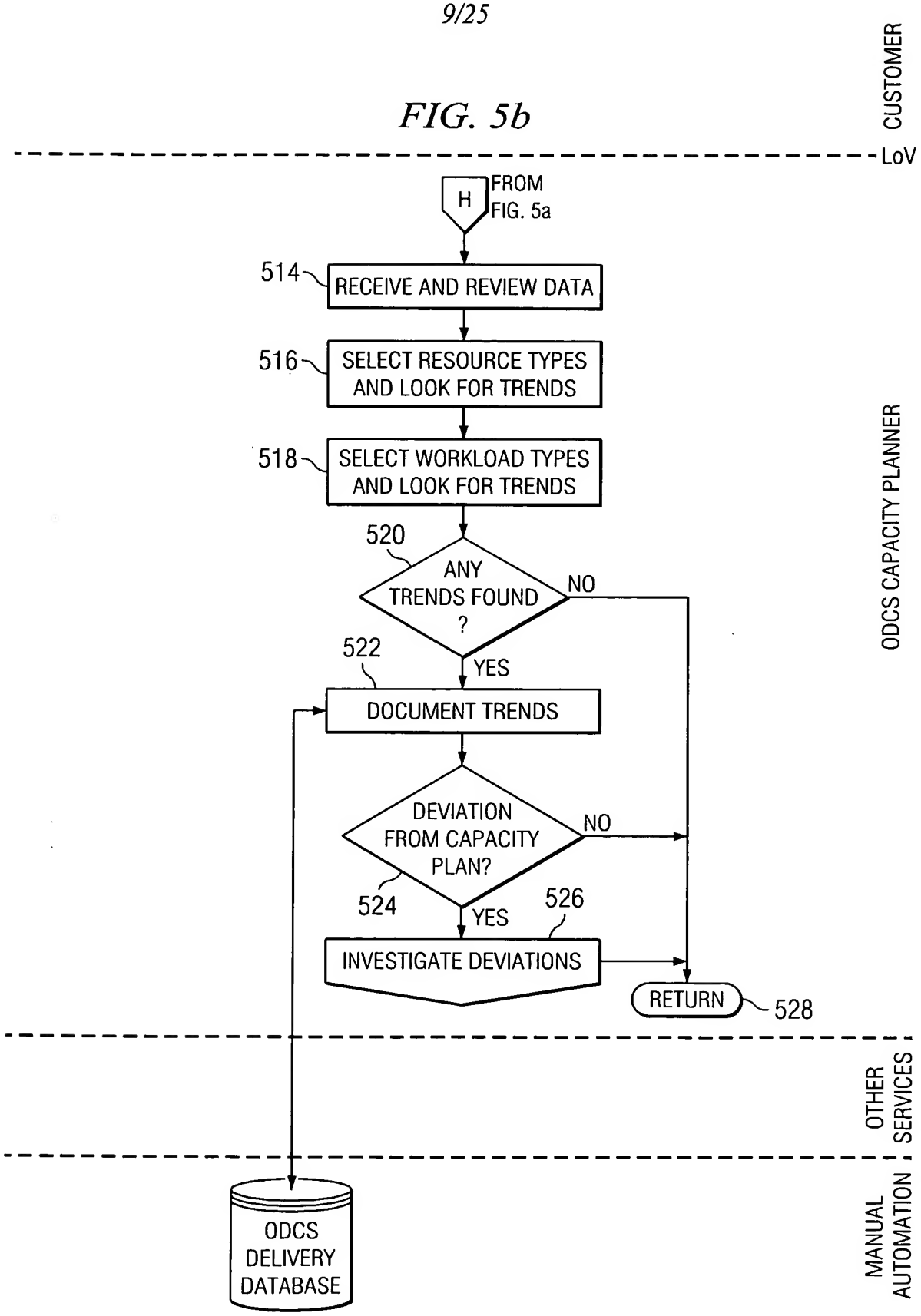

CUSTOMER
LoV
H
FROM FIG. 5a
514
RECEIVE AND REVIEW DATA
516
SELECT RESOURCE TYPES AND LOOK FOR TRENDS
518
SELECT WORKLOAD TYPES AND LOOK FOR TRENDS
520
ANY TRENDS FOUND ?
NO
YES
522
DOCUMENT TRENDS
DEVIATION FROM CAPACITY PLAN?
NO
524
YES
526
INVESTIGATE DEVIATIONS
RETURN
528
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
ODCS DELIVERY DATABASE

FIG. 6

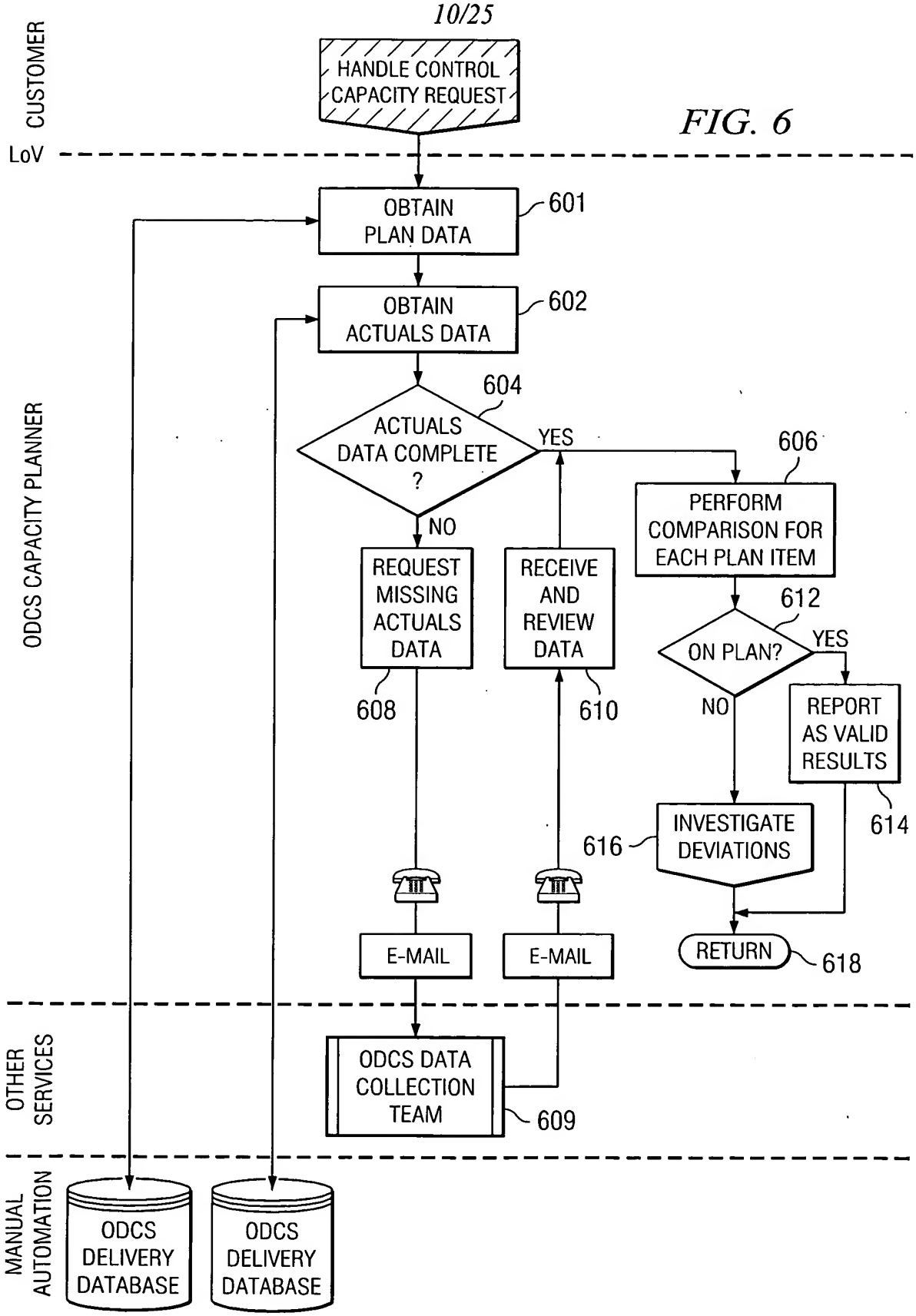

CUSTOMER
LoV
HANDLE CONTROL CAPACITY REQUEST
ODCS CAPACITY PLANNER
OBTAIN PLAN DATA
601
OBTAIN ACTUALS DATA
602
604
ACTUALS DATA COMPLETE ?
YES
NO
606
PERFORM COMPARISON FOR EACH PLAN ITEM
REQUEST MISSING ACTUALS DATA
608
RECEIVE AND REVIEW DATA
610
612
ON PLAN?
YES
NO
REPORT AS VALID RESULTS
614
INVESTIGATE DEVIATIONS
616
RETURN
618
E-MAIL
E-MAIL
OTHER SERVICES
ODCS DATA COLLECTION TEAM
609
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

FIG. 7a

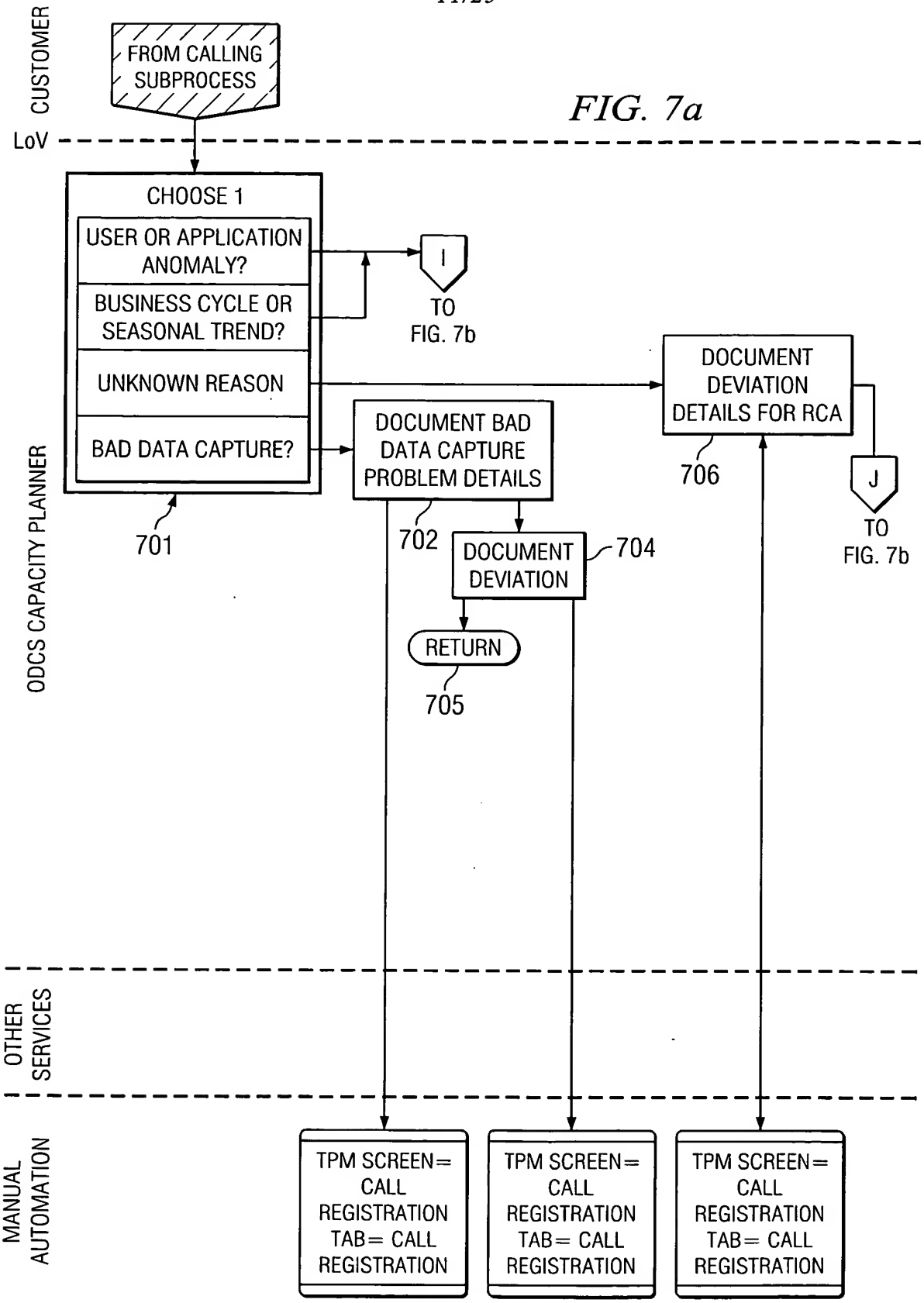
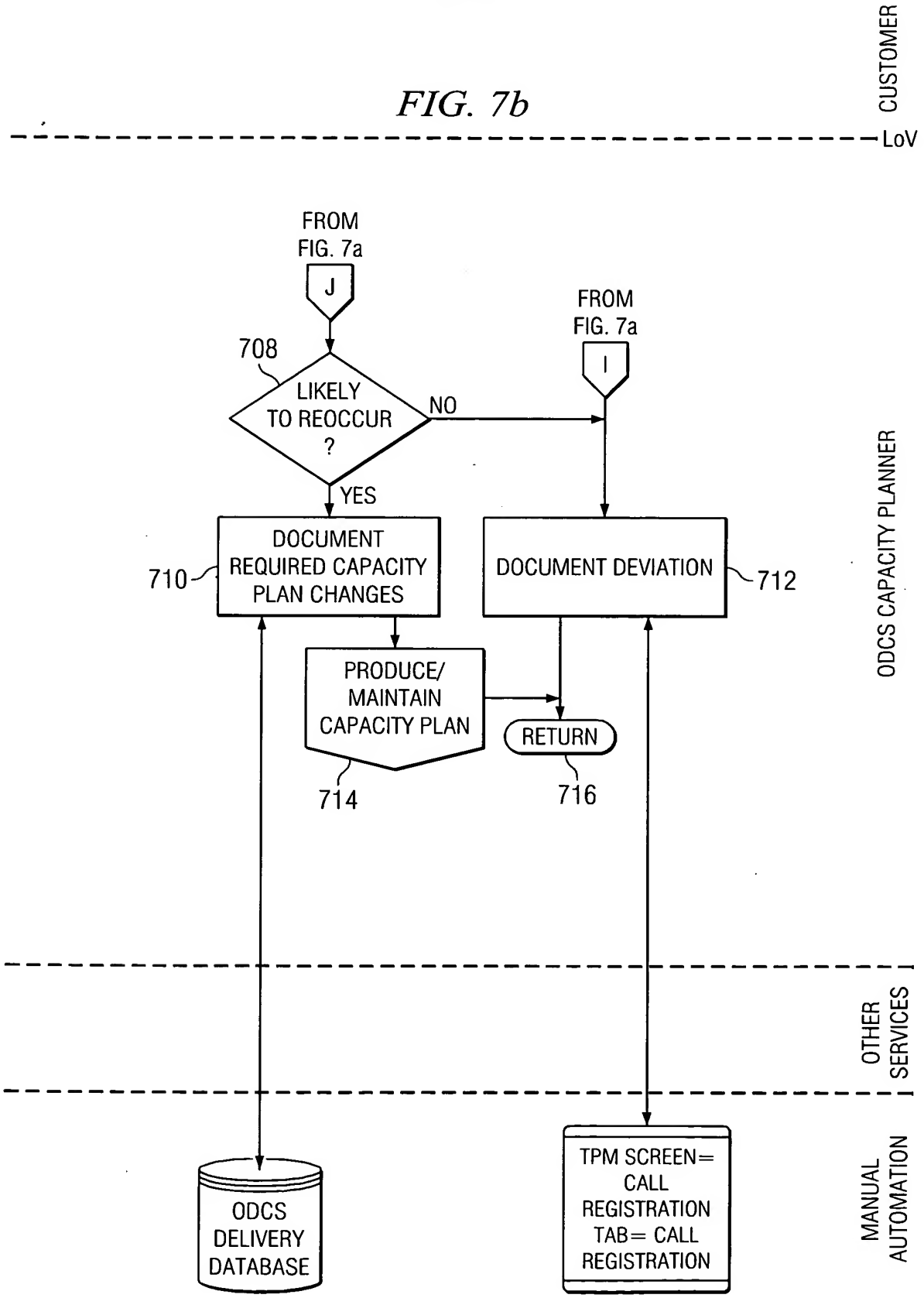

CUSTOMER
LoV
FROM CALLING SUBPROCESS
CHOOSE 1
USER OR APPLICATION ANOMALY?
BUSINESS CYCLE OR SEASONAL TREND?
UNKNOWN REASON
BAD DATA CAPTURE?
I
TO FIG. 7b
DOCUMENT DEVIATION DETAILS FOR RCA
706
J
TO FIG. 7b
DOCUMENT BAD DATA CAPTURE PROBLEM DETAILS
702
DOCUMENT DEVIATION
704
RETURN
705
701
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION

FIG. 7b


CUSTOMER
LoV
FROM FIG. 7a
J
FROM FIG. 7a
I
708
LIKELY TO REOCCUR ?
NO
YES
DOCUMENT REQUIRED CAPACITY PLAN CHANGES
710
DOCUMENT DEVIATION
712
PRODUCE/ MAINTAIN CAPACITY PLAN
714
RETURN
716
ODCS CAPACITY PLANNER
OTHER SERVICES
ODCS DELIVERY DATABASE
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
MANUAL AUTOMATION

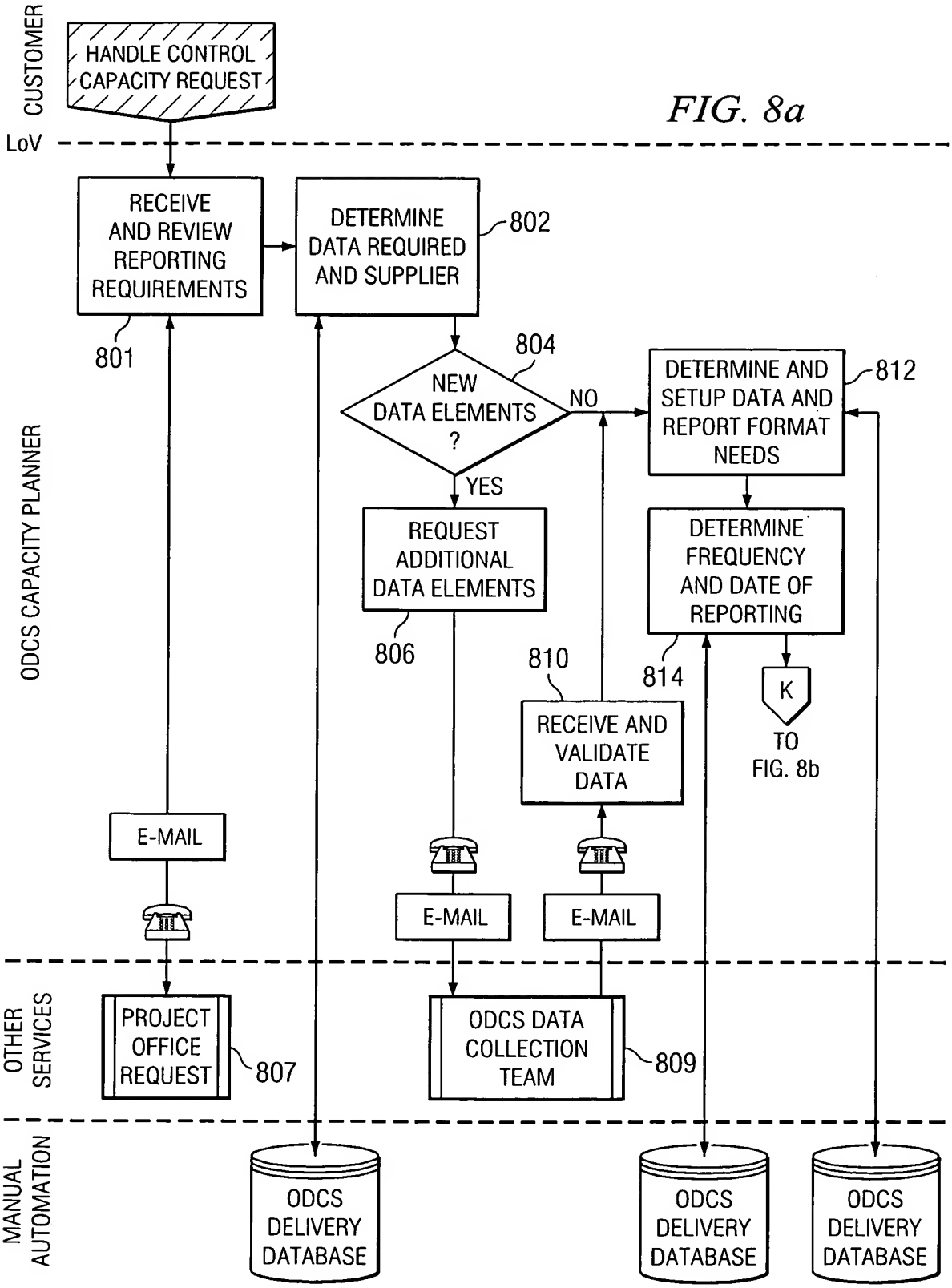
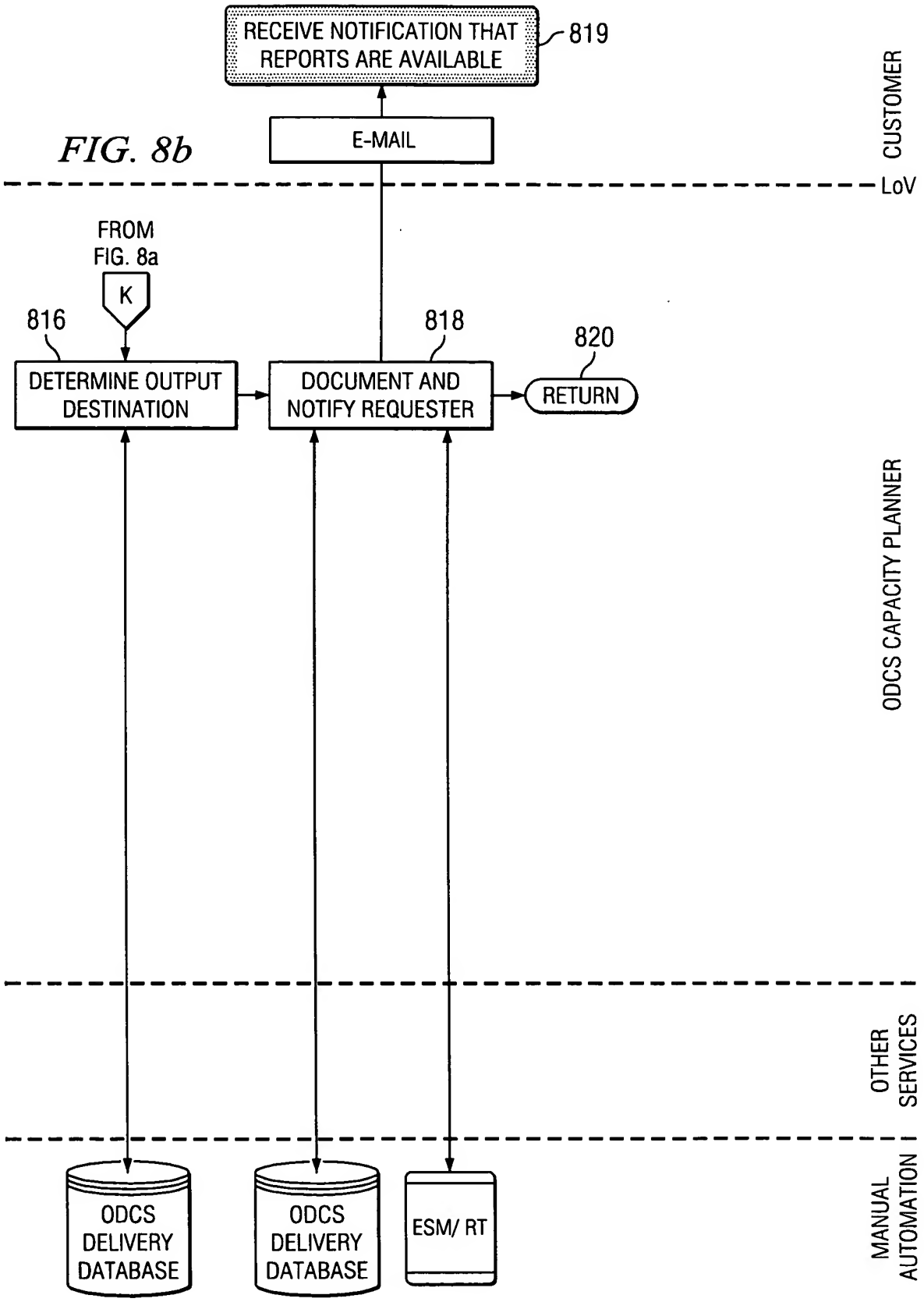

CUSTOMER
HANDLE CONTROL CAPACITY REQUEST
LoV
ODCS CAPACITY PLANNER
RECEIVE AND REVIEW REPORTING REQUIREMENTS
801
DETERMINE DATA REQUIRED AND SUPPLIER
802
804
NEW DATA ELEMENTS ?
NO
YES
DETERMINE AND SETUP DATA AND REPORT FORMAT NEEDS
812
REQUEST ADDITIONAL DATA ELEMENTS
806
DETERMINE FREQUENCY AND DATE OF REPORTING
814
810
RECEIVE AND VALIDATE DATA
K
TO FIG. 8b
E-MAIL
E-MAIL
E-MAIL
OTHER SERVICES
PROJECT OFFICE REQUEST
807
ODCS DATA COLLECTION TEAM
809
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

FIG. 8a

FIG. 8b


RECEIVE NOTIFICATION THAT REPORTS ARE AVAILABLE
819
E-MAIL
CUSTOMER
LoV
FROM FIG. 8a
K
816
DETERMINE OUTPUT DESTINATION
818
DOCUMENT AND NOTIFY REQUESTER
820
RETURN
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
ESM/ RT

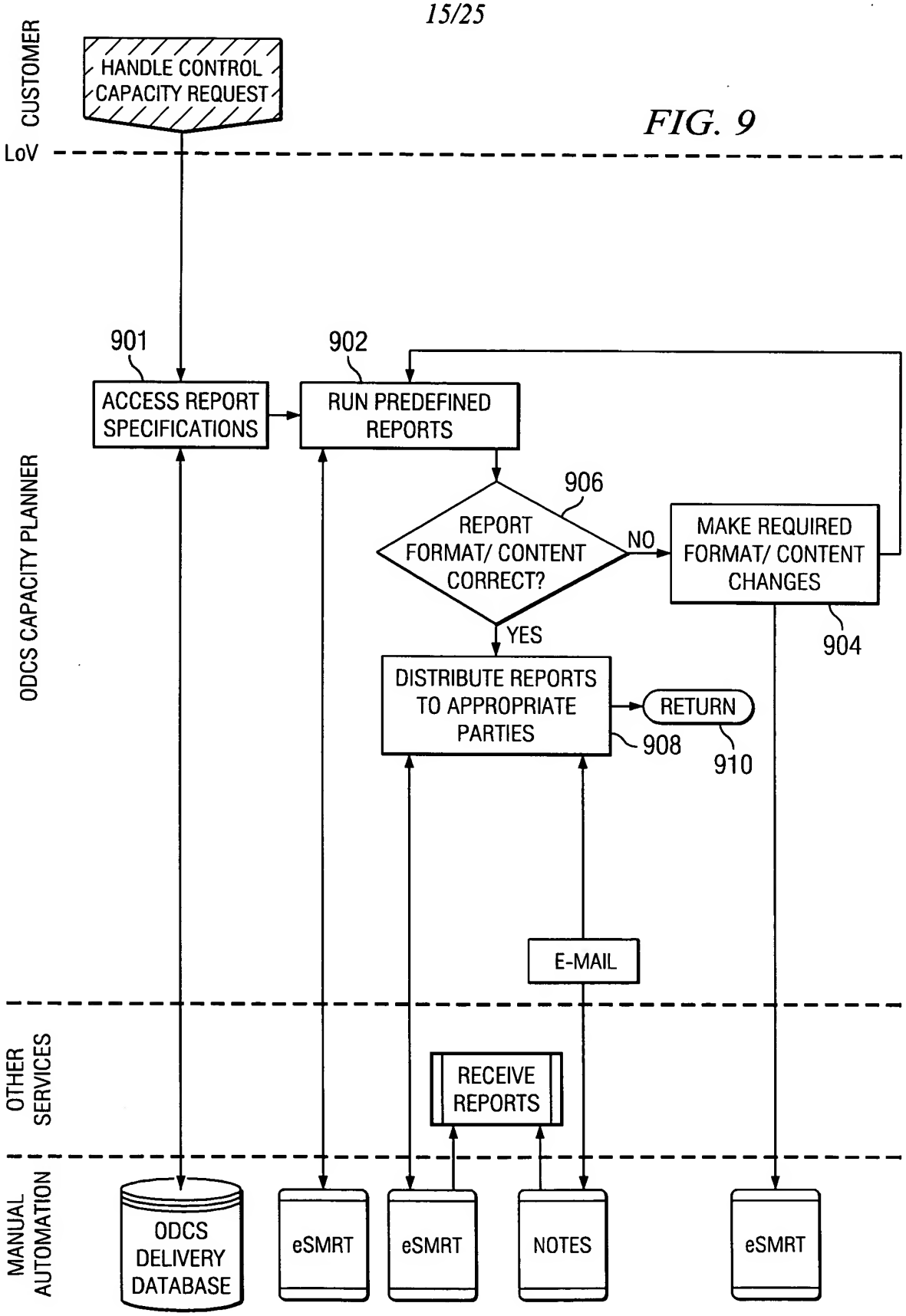

CUSTOMER
HANDLE CONTROL CAPACITY REQUEST
LoV
ODCS CAPACITY PLANNER
901
ACCESS REPORT SPECIFICATIONS
902
RUN PREDEFINED REPORTS
906
REPORT FORMAT/ CONTENT CORRECT?
NO
MAKE REQUIRED FORMAT/ CONTENT CHANGES
904
YES
DISTRIBUTE REPORTS TO APPROPRIATE PARTIES
908
RETURN
910
E-MAIL
OTHER SERVICES
RECEIVE REPORTS
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
eSMRT
eSMRT
NOTES
eSMRT

FIG. 9

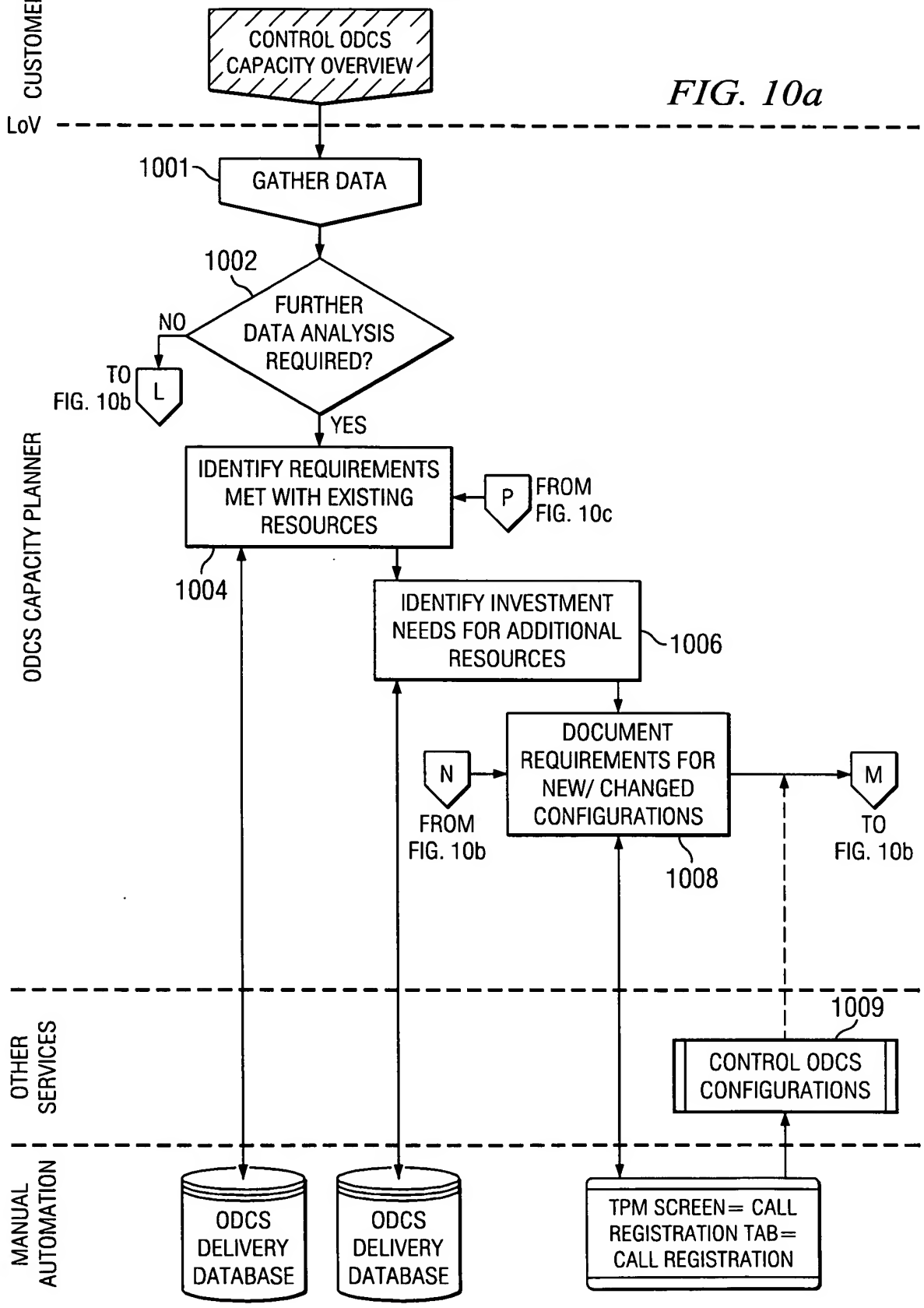

CUSTOMER
LoV
CONTROL ODCS CAPACITY OVERVIEW
1001
GATHER DATA
1002
FURTHER DATA ANALYSIS REQUIRED?
NO
TO FIG. 10b
L
YES
ODCS CAPACITY PLANNER
IDENTIFY REQUIREMENTS MET WITH EXISTING RESOURCES
P
FROM FIG. 10c
1004
IDENTIFY INVESTMENT NEEDS FOR ADDITIONAL RESOURCES
1006
N
FROM FIG. 10b
DOCUMENT REQUIREMENTS FOR NEW/ CHANGED CONFIGURATIONS
1008
M
TO FIG. 10b
OTHER SERVICES
1009
CONTROL ODCS CONFIGURATIONS
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION

FIG. 10a

FIG. 10b

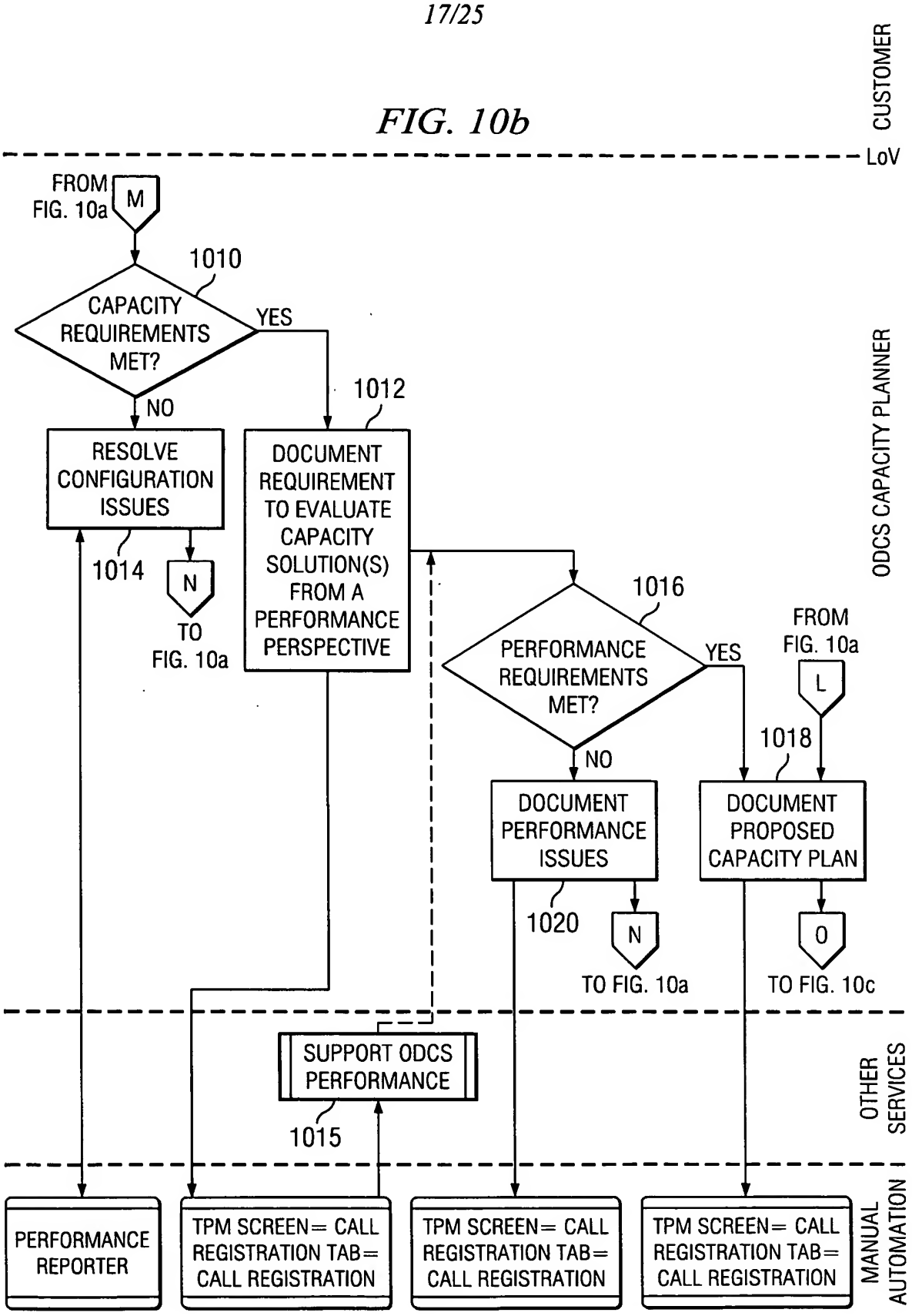

CUSTOMER
LoV
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
FROM FIG. 10a
M
1010
CAPACITY REQUIREMENTS MET?
YES
NO
1012
RESOLVE CONFIGURATION ISSUES
1014
N
TO FIG. 10a
DOCUMENT REQUIREMENT TO EVALUATE CAPACITY SOLUTION(S) FROM A PERFORMANCE PERSPECTIVE
1016
PERFORMANCE REQUIREMENTS MET?
YES
NO
FROM FIG. 10a
L
1018
DOCUMENT PERFORMANCE ISSUES
1020
N
TO FIG. 10a
DOCUMENT PROPOSED CAPACITY PLAN
O
TO FIG. 10c
SUPPORT ODCS PERFORMANCE
1015
PERFORMANCE REPORTER
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION

FIG. 10c

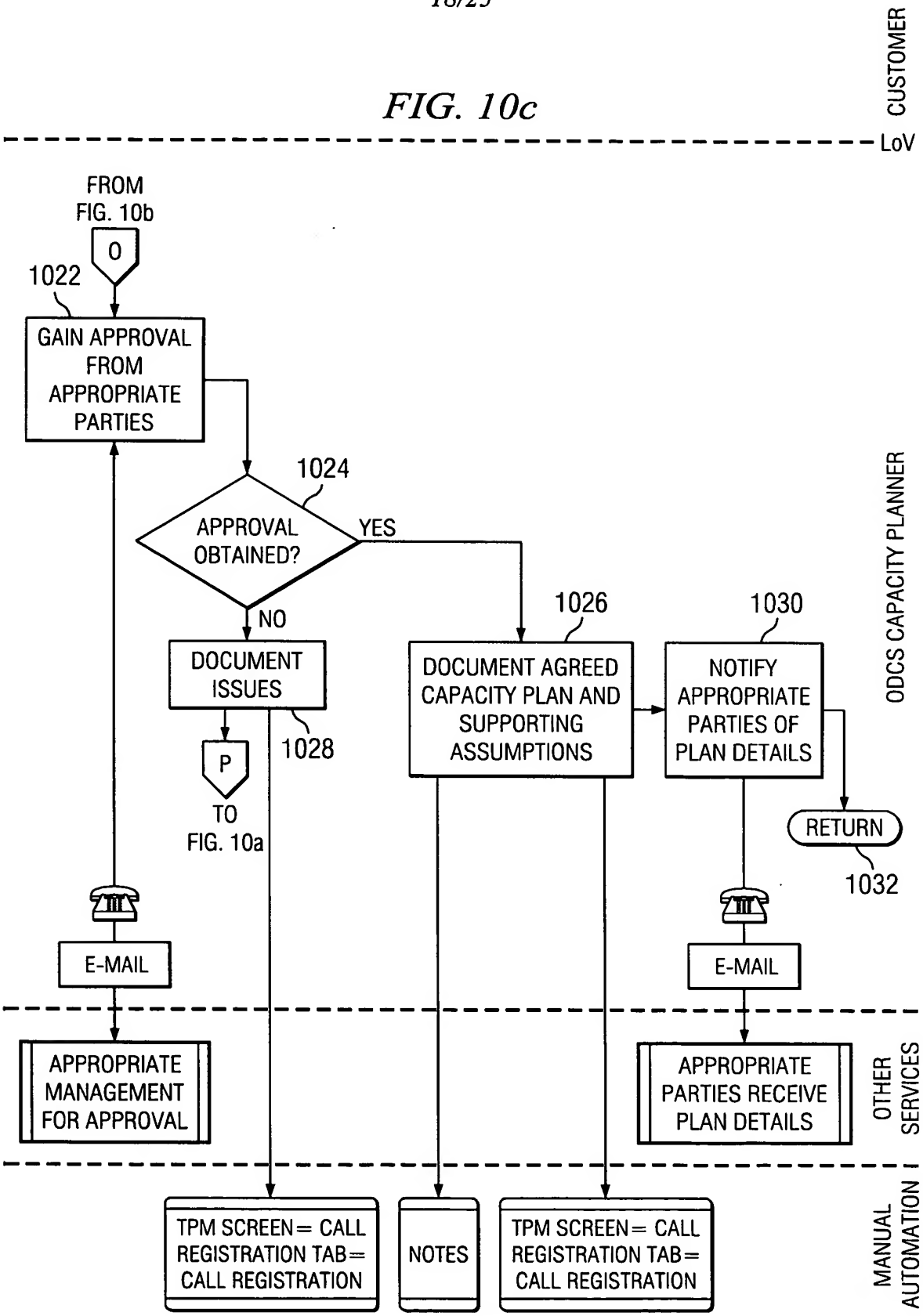

CUSTOMER
LoV
FROM FIG. 10b
O
1022
GAIN APPROVAL FROM APPROPRIATE PARTIES
1024
APPROVAL OBTAINED?
YES
NO
DOCUMENT ISSUES
1028
P
TO FIG. 10a
1026
DOCUMENT AGREED CAPACITY PLAN AND SUPPORTING ASSUMPTIONS
1030
NOTIFY APPROPRIATE PARTIES OF PLAN DETAILS
RETURN
1032
ODCS CAPACITY PLANNER
E-MAIL
E-MAIL
APPROPRIATE MANAGEMENT FOR APPROVAL
APPROPRIATE PARTIES RECEIVE PLAN DETAILS
OTHER SERVICES
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
NOTES
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
MANUAL AUTOMATION

FIG. 11a

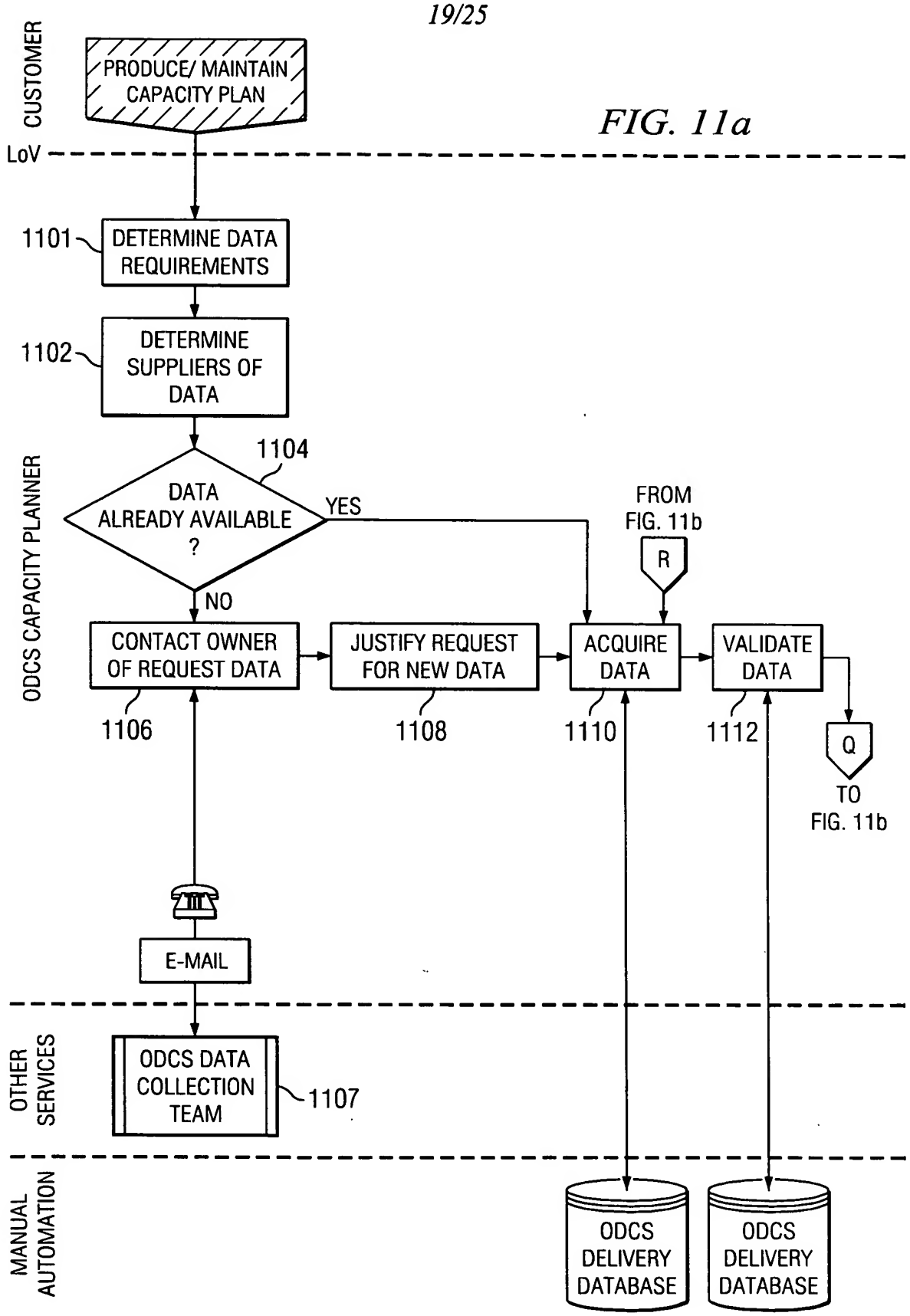

CUSTOMER
PRODUCE/ MAINTAIN CAPACITY PLAN
LoV
1101
DETERMINE DATA REQUIREMENTS
1102
DETERMINE SUPPLIERS OF DATA
1104
DATA ALREADY AVAILABLE ?
YES
NO
ODCS CAPACITY PLANNER
FROM FIG. 11b
R
CONTACT OWNER OF REQUEST DATA
JUSTIFY REQUEST FOR NEW DATA
ACQUIRE DATA
VALIDATE DATA
1106
1108
1110
1112
Q
TO FIG. 11b
E-MAIL
OTHER SERVICES
ODCS DATA COLLECTION TEAM
1107
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

FIG. 11b

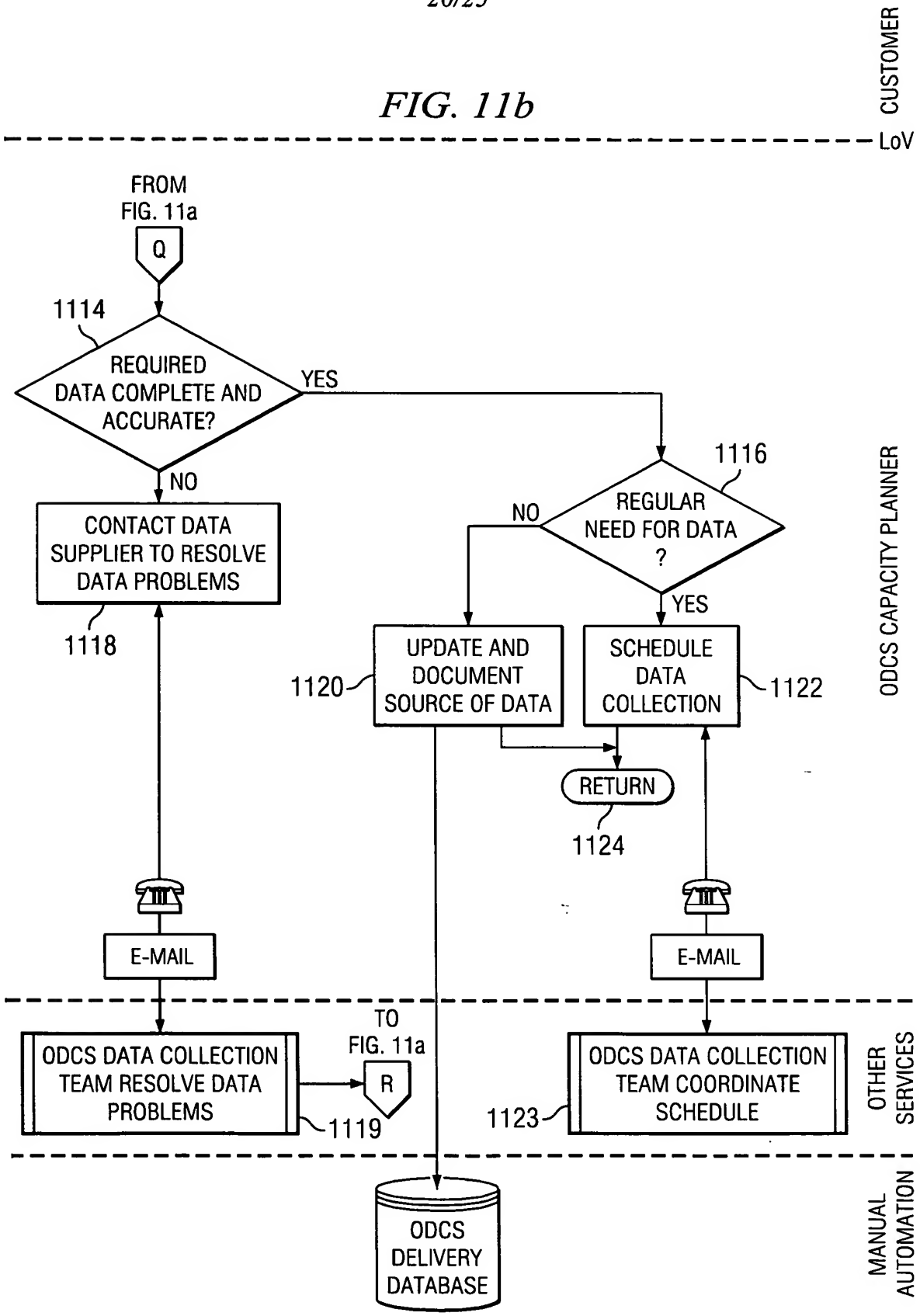

CUSTOMER
LoV
FROM FIG. 11a
Q
1114
REQUIRED DATA COMPLETE AND ACCURATE?
YES
NO
CONTACT DATA SUPPLIER TO RESOLVE DATA PROBLEMS
1118
1116
REGULAR NEED FOR DATA ?
NO
YES
UPDATE AND DOCUMENT SOURCE OF DATA
1120
SCHEDULE DATA COLLECTION
1122
RETURN
1124
ODCS CAPACITY PLANNER
E-MAIL
E-MAIL
TO FIG. 11a
R
ODCS DATA COLLECTION TEAM RESOLVE DATA PROBLEMS
1119
ODCS DATA COLLECTION TEAM COORDINATE SCHEDULE
1123
OTHER SERVICES
ODCS DELIVERY DATABASE
MANUAL AUTOMATION

FIG. 12a

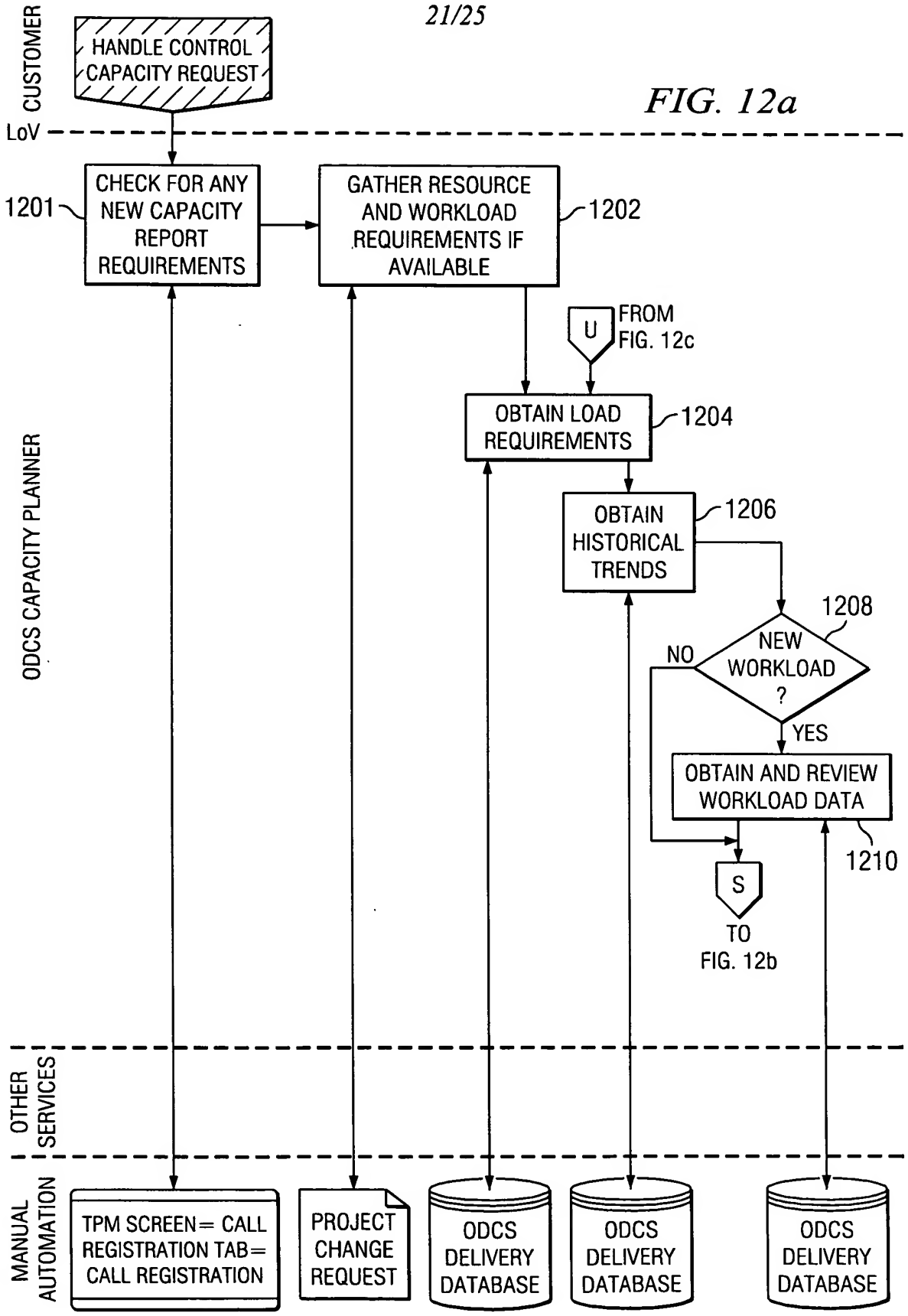
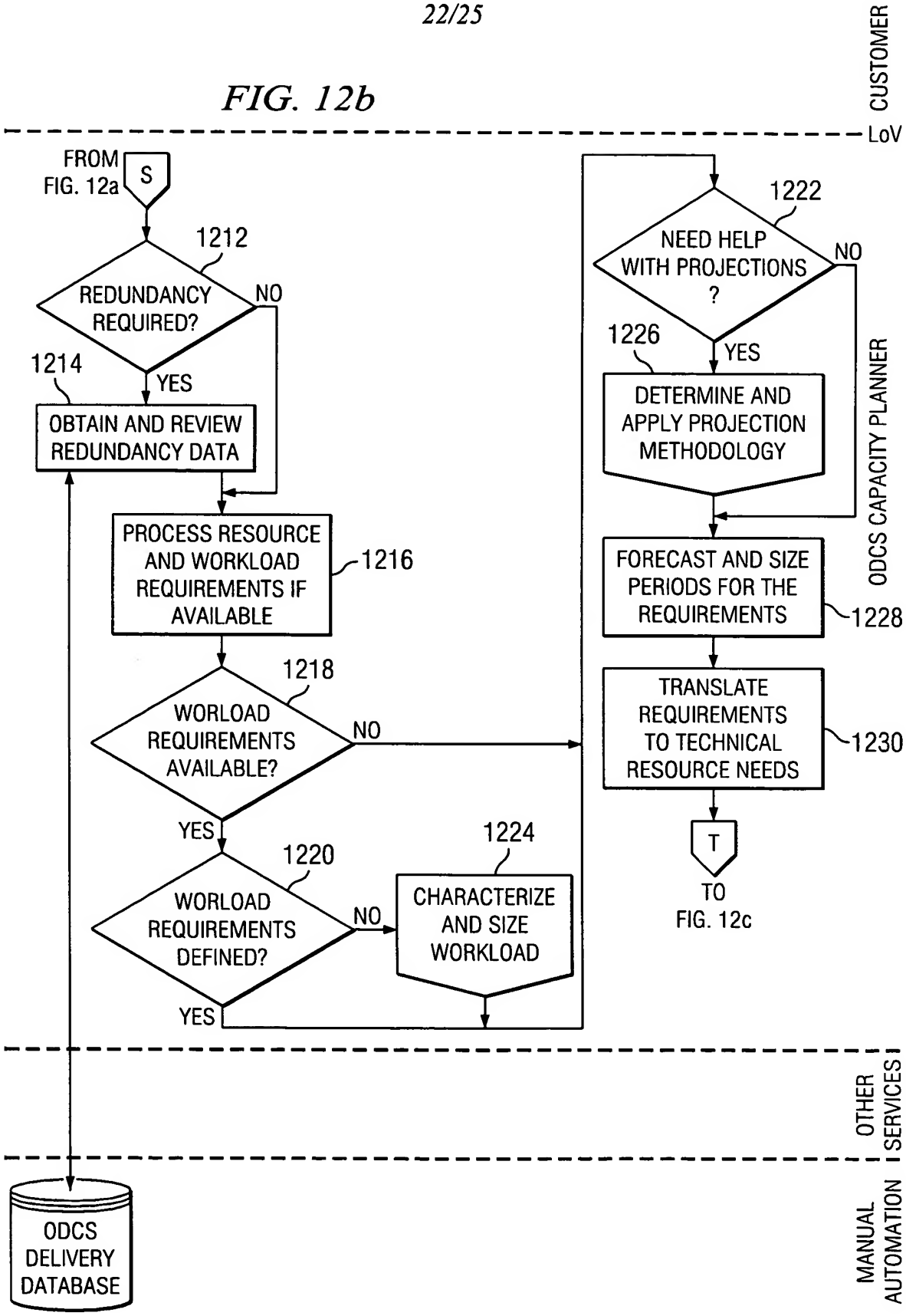

CUSTOMER
HANDLE CONTROL CAPACITY REQUEST
LoV
ODCS CAPACITY PLANNER
1201
CHECK FOR ANY NEW CAPACITY REPORT REQUIREMENTS
GATHER RESOURCE AND WORKLOAD REQUIREMENTS IF AVAILABLE
1202
U
FROM FIG. 12c
OBTAIN LOAD REQUIREMENTS
1204
OBTAIN HISTORICAL TRENDS
1206
1208
NEW WORKLOAD ?
NO
YES
OBTAIN AND REVIEW WORKLOAD DATA
1210
S
TO FIG. 12b
OTHER SERVICES
MANUAL AUTOMATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION
PROJECT CHANGE REQUEST
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

FIG. 12b


CUSTOMER
LoV
FROM FIG. 12a
S
1212
REDUNDANCY REQUIRED?
NO
1214
YES
OBTAIN AND REVIEW REDUNDANCY DATA
PROCESS RESOURCE AND WORKLOAD REQUIREMENTS IF AVAILABLE
1216
1218
WORLOAD REQUIREMENTS AVAILABLE?
NO
YES
1220
WORLOAD REQUIREMENTS DEFINED?
NO
1224
CHARACTERIZE AND SIZE WORKLOAD
YES
1222
NEED HELP WITH PROJECTIONS ?
NO
1226
YES
DETERMINE AND APPLY PROJECTION METHODOLOGY
FORECAST AND SIZE PERIODS FOR THE REQUIREMENTS
1228
TRANSLATE REQUIREMENTS TO TECHNICAL RESOURCE NEEDS
1230
T
TO FIG. 12c
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
ODCS DELIVERY DATABASE

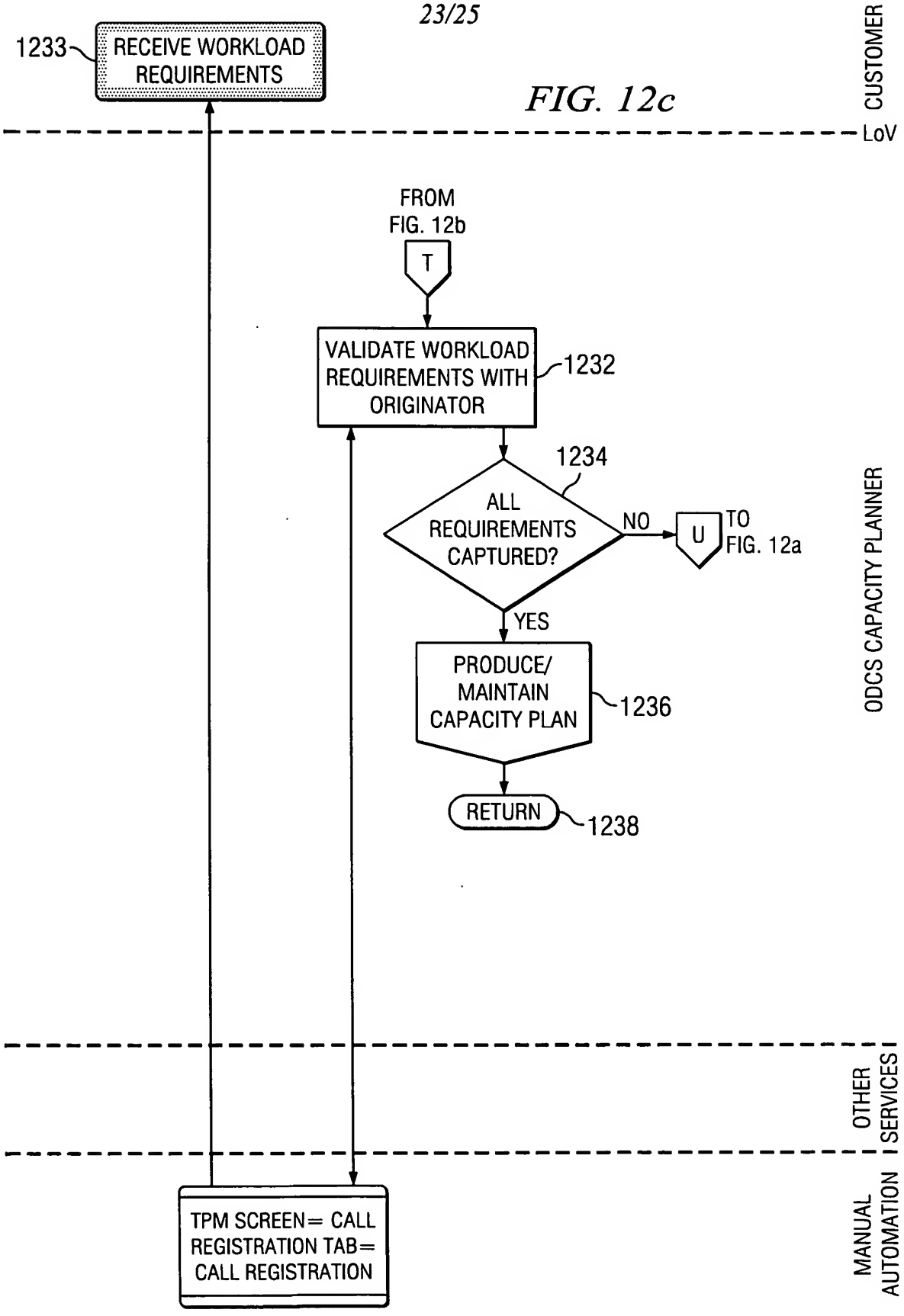
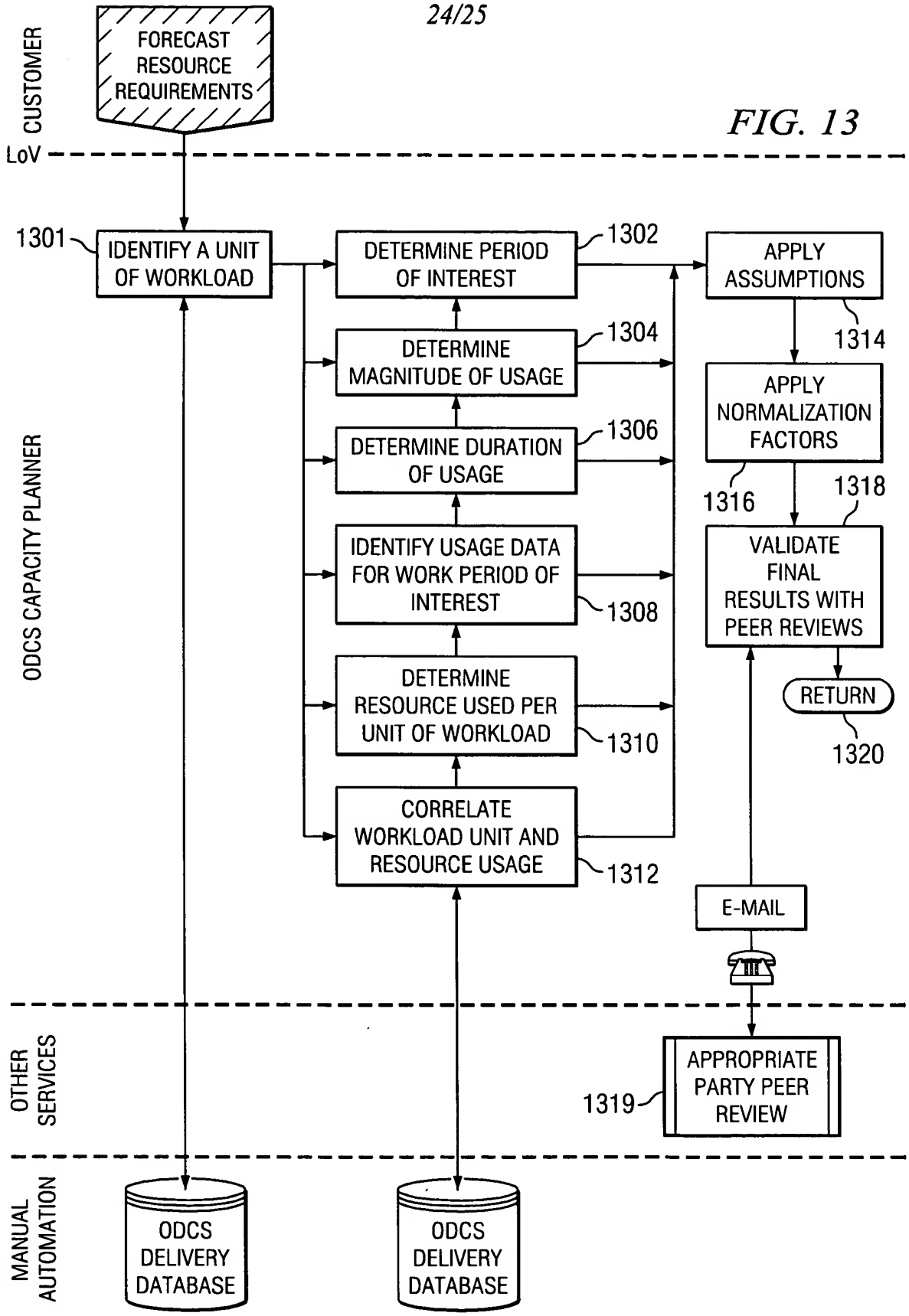

1233
RECEIVE WORKLOAD REQUIREMENTS
CUSTOMER
LoV
FROM FIG. 12b
T
VALIDATE WORKLOAD REQUIREMENTS WITH ORIGINATOR
1232
1234
ALL REQUIREMENTS CAPTURED?
NO
U
TO FIG. 12a
YES
PRODUCE/ MAINTAIN CAPACITY PLAN
1236
RETURN
1238
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
TPM SCREEN= CALL REGISTRATION TAB= CALL REGISTRATION

FIG. 12c

FIG. 13


CUSTOMER
FORECAST RESOURCE REQUIREMENTS
LoV
ODCS CAPACITY PLANNER
1301
IDENTIFY A UNIT OF WORKLOAD
DETERMINE PERIOD OF INTEREST
1302
DETERMINE MAGNITUDE OF USAGE
1304
DETERMINE DURATION OF USAGE
1306
IDENTIFY USAGE DATA FOR WORK PERIOD OF INTEREST
1308
DETERMINE RESOURCE USED PER UNIT OF WORKLOAD
1310
CORRELATE WORKLOAD UNIT AND RESOURCE USAGE
1312
APPLY ASSUMPTIONS
1314
APPLY NORMALIZATION FACTORS
1316
1318
VALIDATE FINAL RESULTS WITH PEER REVIEWS
RETURN
1320
E-MAIL
OTHER SERVICES
APPROPRIATE PARTY PEER REVIEW
1319
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

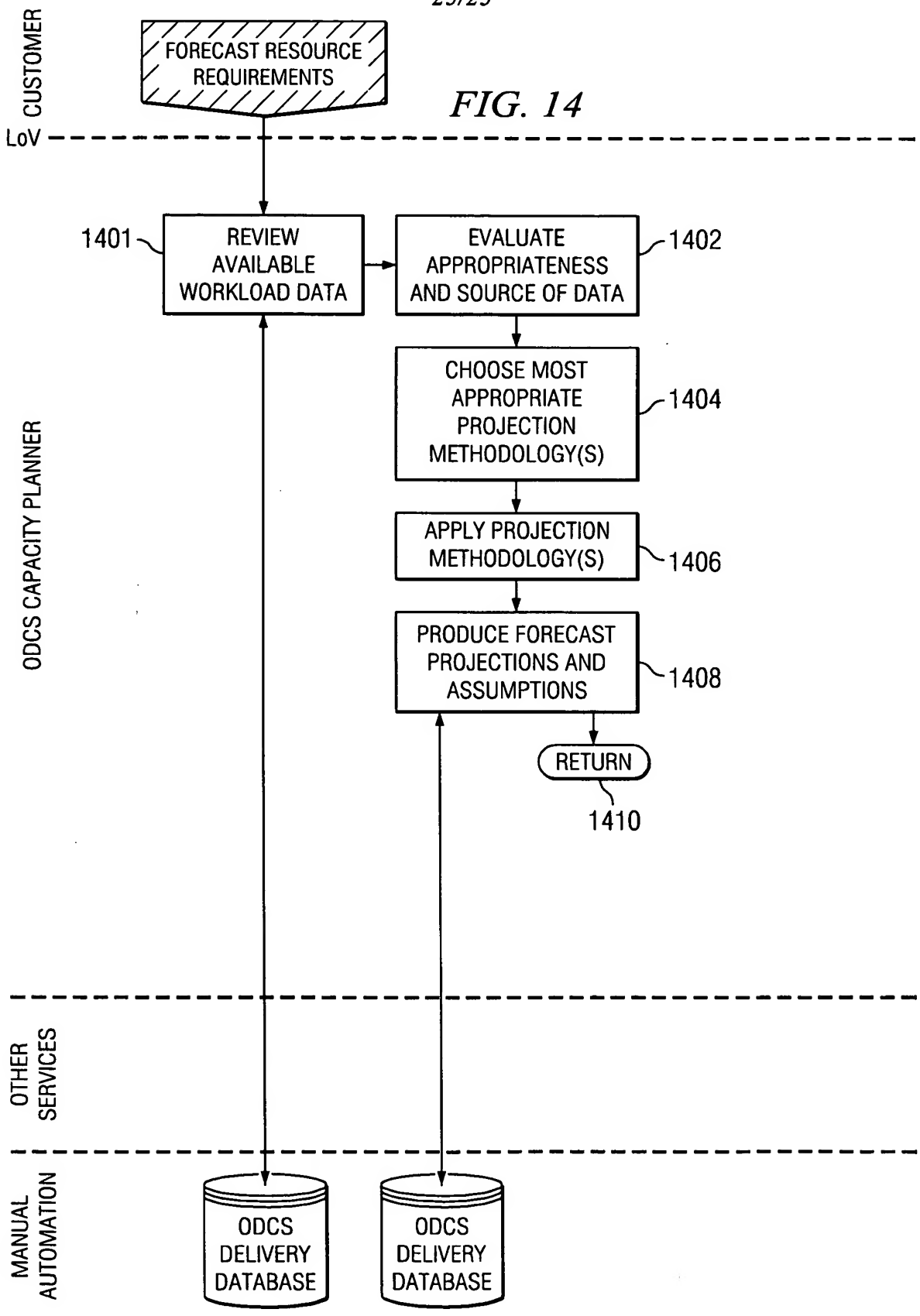

CUSTOMER
FORECAST RESOURCE REQUIREMENTS
LoV
1401
REVIEW AVAILABLE WORKLOAD DATA
EVALUATE APPROPRIATENESS AND SOURCE OF DATA
1402
CHOOSE MOST APPROPRIATE PROJECTION METHODOLOGY(S)
1404
APPLY PROJECTION METHODOLOGY(S)
1406
PRODUCE FORECAST PROJECTIONS AND ASSUMPTIONS
1408
RETURN
1410
ODCS CAPACITY PLANNER
OTHER SERVICES
MANUAL AUTOMATION
ODCS DELIVERY DATABASE
ODCS DELIVERY DATABASE

FIG. 14